

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Single Answer

Question Malcolm Baldrige national quality award is for (MBNQA) :-

Correct Answer Total quality management

Select The Blank

Question Documents in company are controlled by _____.

Correct Answer Management Representative

True/False

Question ISO emphasis on Detection.

Correct Answer False

True/False

Question The process mapping means sequence & interaction of process.

Correct Answer True

Multiple Choice Multiple Answer

Question Control chart is :-

Correct Answer Process monitoring tool , Process control tool

Multiple Choice Single Answer

Question In business, vision involve :-

Correct Answer Mission statement

Multiple Choice Multiple Answer

Question What are main business process objective

Correct Answer Customer service , Profit & loss

Select The Blank

Question The objective of ISO-9000_____

Correct Answer Customer satisfaction

Multiple Choice Multiple Answer

Question Common elements of winners are :-

Correct Answer Senior management was actively involved , Control of overall process , Focus on customer

Multiple Choice Multiple Answer

Question Tqm focus on :-

Correct Answer Employee , Customer

Multiple Choice Multiple Answer

Question The customer requirement to be reviewed :-

Correct Answer Before supply of product , Before commitment of supply of product

Multiple Choice Single Answer

Question CMM assumes that :-

Correct Answer Problems are of managerial nature

Select The Blank

Question Process Quality planning means _____.

Correct Answer Building quality into processes

Multiple Choice Multiple Answer

Question Current quality concept is :-

Correct Answer Continual improvement , Prevention of defect

Multiple Choice Single Answer

Question Strategic quality management means :-

Correct Answer Strategic Improvement

Select The Blank

Question Working together for excellence is _____.

Correct Answer Team work

Multiple Choice Single Answer

Question Who is responsible for quality objective?

Correct Answer Top management

Select The Blank

Question _____ is the machine down time.

Correct Answer Waste

True/False

Question By Applying basic principle, the process improvement will be in organization's focuses on work process.

Correct Answer True

True/False

Question The performance process is repeatable level.

Correct Answer True

Multiple Choice Multiple Answer

Question Benefit of model based improvement are :-

Correct Answer Establish common language , Models are comprehensive

Select The Blank

Question The non conforming products are _____.

Correct Answer Identified & controlled

Select The Blank

Question Arrow indicates _____.

Correct Answer Direction of flow

Multiple Choice Single Answer

Question TQM & ISO both focuses on :-

Correct Answer Customer

Multiple Choice Multiple Answer

Question Continual improvement is in :-

Correct Answer Enviromental objective , Audit Result , Corrective action

Multiple Choice Multiple Answer

Question Reliability of product means :-

Correct Answer Consistency of performance , Performance over period

Multiple Choice Single Answer

Question ISO - 9000- 1994 is :-

Correct Answer Model for quality Assurance

Multiple Choice Multiple Answer

Question Which of the following are depicted as the levels of the TQM?

Correct Answer Culture , Management style

True/False

Question Leadership from top should be totally honest & transparent in dealing .

Correct Answer True

True/False

Question Enviromental impact is any change to the environment, whether adverse or beneficial.

Correct Answer True

Match The Following

Question Correct Answer Your Answer

TQM promotes - Employee participation,

Kaizen is - Small change,

Quality circle can solve problem related to - Continuous improvement,

Quality circle benefit to- Employee,

Multiple Choice Multiple Answer

Question Does TQM approach have relevance to Indian industry in context to

Correct Answer Customer satisfaction , People involvement

Select The Blank

Question _____ organisations are not eligible for MBNQA.

Correct Answer Software

Select The Blank

Question Quality means_____.

Correct Answer Fitness for use

Multiple Choice Single Answer

Question If TQM done properly :-

Correct Answer It brings significant organisational changes

True/False

Question Prevention of pollution is prevention of cause of pollution.

Correct Answer True

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer

Question Tqm focus on :-

Correct Answer Employee , Customer

Your Answer Employee

Multiple Choice Multiple Answer

Question While recruiting person he should

Correct Answer Competent to perform job , Trained to perform specified job

Your Answer Able to perform the activity. , Must posses necessary skill , Competent to perform job

Multiple Choice Multiple Answer

Question Current quality concept is :-

Correct Answer Continual improvement , Prevention of defect

Your Answer Continual improvement , Prevention of defect , Cost of product

Match The Following

Question	Correct Answer	Your Answer
MBQA is eligible for	Manufacturing organization	Manufacturing organization
Malcolm baldring award seeks improvement in	Quality & productivity	Quality & productivity
European quality award is for	Improving efficiency	Software organization
Common elements of winners are	Senior management was activity involved	Cost reduction

Multiple Choice Multiple Answer

Question In ISO the focus is on :-

Correct Answer Enhancing customer satisfaction , Delighting customer

Your Answer Enhancing customer satisfaction , Delighting customer , Satisfying customer

Multiple Choice Single Answer

Question Strategic quality management means :-

Correct Answer Strategic Improvement

Your Answer Strategic Improvement

Multiple Choice Multiple Answer

Question Process evaluation is to identify :-

Correct Answer Potential failure prevention , Correctness of product

Your Answer Correctness of product , Verification of product , Validation of product

True/False

Question CPK is 1' 33 means 64 PPM.

Correct Answer True

Your Answer True

True/False

Question TQM & ISO both focuses on employee.

Correct Answer False

Your Answer True

Select The Blank

Question While setting Quality objective, _____ to be considered.

Correct Answer Customer need

Your Answer Organizational need

Select The Blank

Question _____ helps organization reduce employee turnover and absenteeism.

Correct Answer Training & development

Your Answer Training & development

Multiple Choice Single Answer

Question The management review is carried :-

Correct Answer To ensure effectiveness Of QMS

Your Answer To ensure effectiveness Of QMS

Multiple Choice Single Answer

Question While setting Quality objective, What is to be consider :-

Correct Answer Customer need

Your Answer Customer need

Match The Following

Question	Correct Answer	Your Answer
Tally chart is	Data analysis told	Defiance of highest & lowest

True/False

Question By Applying basic principle, the process improvement will be in organization's focuses on work process.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question ISO - 14001 is :-

Correct Answer Powerful management tool to be used by an organisation to control the environmental hazards.

Your Answer Powerful management tool to be used by an organisation to control the environmental hazards.

Select The Blank

Question _____ is responsible for quality objective.

Correct Answer Top management

Your Answer Top management

Multiple Choice Single Answer

Question What is CMM ?

Correct Answer Capability maturity model

Your Answer Capability maturity model

Multiple Choice Single Answer

Question According to Deming, Quality problems are :-

Correct Answer Due to management

Your Answer Due to method

Select The Blank

Question _____ organisations are not eligible for MBNQA.

Correct Answer Software

Your Answer Manufacturing

Multiple Choice Single Answer

Question ISO 14001 is the management representative, responsible for :-

Correct Answer Planning and implementing policy

Your Answer Planning and implementing policy

Multiple Choice Multiple Answer

Question Does TQM approach have relevance to Indian industry in context to

Correct Answer Customer satisfaction , People involvement

Your Answer Customer satisfaction , People involvement , Policy management

Multiple Choice Single Answer

Question Malcolm Baldrige national quality award is for (MBNQA) :-

Correct Answer Total quality management

Your Answer Total quality management

True/False

Question Business objectives are derived from mission statement.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question By Applying basic principle the process improvement will be in organization's :-

Correct Answer Focus on work process , Maintain self esteem of other

Your Answer Focus on work process , Maintain self esteem of other , Tone initiative

True/False

Question The European award uses the criteria of efficiency & effectiveness.

Correct Answer True

Your Answer True

Select The Blank

Question Reputation means_____.

Correct Answer Past performance

Your Answer Past performance

Multiple Choice Multiple Answer

Question While setting Goal ,following things to be consider.

Correct Answer Marketability of product , Organization need

Your Answer Customer need , Organization need , Statutory need

Multiple Choice Single Answer

Question Integrity means :-

Correct Answer True to our words

Your Answer Working together

Multiple Choice Single Answer

Question Documents in company are controlled by :-

Correct Answer Management Representative.

Your Answer Lead Auditor

Multiple Choice Multiple Answer

Question PP & PPK is calculated for :-

Correct Answer Initial production run , Initial process setting

Your Answer Initial production run , Initial process setting , Future production

Select The Blank

Question TQM promotes_____

Correct Answer Team work

Your Answer Team work

Select The Blank

Question The planning & implementing Enviromental policy is responsibility of_____

Correct Answer Management representative.

Your Answer Management representative.

Multiple Choice Single Answer

Question In Quality circle, which problems are solved?

Correct Answer Work related

Your Answer Work related

Select The Blank

Question Payment Against warranty is_____.

Correct Answer External failure cost

Your Answer Prevention cost

True/False

Question The role of management in QMS is to provide resources.

Correct Answer True

Your Answer True

True/False

Question Physical facilities is tangible dimension.

Correct Answer True

Your Answer True

Select The Blank

Question Quality means_____.

Correct Answer Fitness for use

Your Answer Meeting of excellence

True/False

Question Zero Deviation means product is set on mean.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question The competence of the employee means :-

Correct Answer Competence of personnel performing work affective quality , Evaluate the effectiveness of action taken , Maintain appropriate Record

Your Answer Competence of personnel performing work affective quality , Evaluate the effectiveness of action taken , Maintain appropriate Record

Multiple Choice Multiple Answer

Question Employee should be involved in :-

Correct Answer Decision making , Participation

Your Answer Decision making , Participation , Union

Select The Blank

Question The supplier must provided _____ information to management.

Correct Answer Adequate

Your Answer Sufficient

True/False

Question Quality approach is continual improvement.

Correct Answer True

Your Answer True

Select The Blank

Question TQM emphasises on _____.

Correct Answer Small improvement

Your Answer Continuous improvement

True/False

Question Value is for which customer is paying.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question What is quality policy?

Correct Answer Overall intention & direction of organization towards quality

Your Answer Overall intention & direction of organization towards quality

Multiple Choice Multiple Answer

Question Special characteristic means :-

Correct Answer Product characteristic which affect fit/ function / Regulation , Characteristic of product which are regulatory requirement.

Your Answer Product characteristic which affect fit/ function / Regulation , Characteristic of product which are regulatory requirement. , Characteristic in Specification

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False

Question ISO is Quality management system.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question Evolution of quality concept. Current era is

Correct Answer Continual Improvement

Your Answer Continual Improvement

Multiple Choice Multiple Answer

Question Service Assurance is :-

Correct Answer Confidence with customer , Customer have trust , Employee have knowledge

Your Answer Confidence with customer , Customer have trust , Employee have knowledge

Multiple Choice Single Answer

Question TQM is a:-

Correct Answer Philosophy

Your Answer Philosophy

Multiple Choice Multiple Answer

Question Cause & Effect diagram used to :-

Correct Answer Identify & organize possible causes of problem , Identify possible causes of problem & determining its relation

Your Answer Identify & organize possible causes of problem , Identify possible causes of solution , Identify possible causes of problem & determining its relation

Select The Blank

Question _____ helps organization reduce employee turnover and absenteeism.

Correct Answer Training & development

Your Answer Job design

Multiple Choice Single Answer

Question In statistical quality control, primary concern is :-

Correct Answer Control

Your Answer Control

Multiple Choice Single Answer

Question The management review is carried :-

Correct Answer To ensure effectiveness Of QMS

Your Answer To ensure effectiveness Of QMS

Select The Blank

Question	While calculating PPK standard deviation is_____.
Correct Answer	Calculated
Your Answer	Calculated

True/False

Question	Quality circle benefit to Employee.
Correct Answer	True
Your Answer	True

Select The Blank

Question	While calculating CPK standard deviation is_____.
Correct Answer	Estimated
Your Answer	Calculated

Multiple Choice Multiple Answer

Question	How TQM helps in reducing cost?
Correct Answer	By reducing internal failure , By reducing external failure cost
Your Answer	By reducing external failure cost , By reducing internal failure , By avoiding inspection

Select The Blank

Question	Working together for excellence is _____.
Correct Answer	Team work
Your Answer	Team work

True/False

Question	TQM & ISO both focuses on employee.
Correct Answer	False
Your Answer	False

Match The Following

Question	Correct Answer	Your Answer
How TQM helps in reducing cost	By reducing external sale	By increasing sale
Calibration activity carried in	Appraisal cost	Overhead

company is		
Quality planning is	Prevention cost	Prevention cost
Vender assessment is	Appraisal cost	Appraisal cost

True/False

Question	The need for TQM is due to Cut throat competition.
Correct Answer	True
Your Answer	True

Multiple Choice Multiple Answer

Question	Multi- disciplinary approach means :-
Correct Answer	People from different discipline in organization , People from different department having diff skill
Your Answer	People from different department having diff skill , People have multi skill to perform work , People from different discipline in organization

Select The Blank

Question	Arrow indicates _____.
Correct Answer	Direction of flow
Your Answer	Direction of flow

Select The Blank

Question	The TQM approach is based on employee's _____.
Correct Answer	Participation
Your Answer	Involvement

Multiple Choice Single Answer

Question	In ISO the focus is on :-
Correct Answer	Enhancing customer satisfaction
Your Answer	Enhancing customer satisfaction

Multiple Choice Multiple Answer

Question	Reliability of product means :-
Correct Answer	Consistency of performance , Performance over period

Your Answer Consistency of performance , Performance over period

Multiple Choice Multiple Answer

Question Current quality concept is :-

Correct Answer Continual improvement , Prevention of defect

Your Answer Continual improvement , Prevention of defect , Service

Multiple Choice Multiple Answer

Question In inspection primary concern is :-

Correct Answer Detection of Defect , Action on only detected defect

Your Answer Detection of Defect , Control of process co -ordination , Action on only detected defect

Select The Blank

Question Response is_____.

Correct Answer Speed

Your Answer interaction

True/False

Question The European award uses the criteria of efficiency & effectiveness.

Correct Answer True

Your Answer False

Match The Following

Question	Correct Answer	Your Answer
Tally chart is	Data analysis tool	Data collection tool

Select The Blank

Question Process Quality planning means _____.

Correct Answer Building quality into processes

Your Answer Building quality into processes

Multiple Choice Multiple Answer

Question Does TQM approach have relevance to Indian industry in context to

Correct Answer People involvement , Customer satisfaction

Your Answer People involvement , Policy management , Cost reduction

Multiple Choice Multiple Answer

Question Process evaluation is to identify :-

Correct Answer Potential failure prevention , Correctness of product

Your Answer Correctness of product , Verification of product , Validation of product

Select The Blank

Question The planning & implementing Enviromental policy is responsibility of_____

Correct Answer Management representative.

Your Answer Planning of management

Multiple Choice Single Answer

Question The management review to be conducted :-

Correct Answer As & when required

Your Answer After audit

Multiple Choice Multiple Answer

Question The evaluation & selection of vendor :-

Correct Answer Must have predetermined procedure , Must be assessed

Your Answer Must have predetermined procedure , Must be assessed , Must be committee to valuate

Multiple Choice Single Answer

Question The evaluation & selection of vendor :-

Correct Answer Must have procedure for it

Your Answer To be decided by management

Multiple Choice Single Answer

Question Environment policy must contain :-

Correct Answer Mission & core values with respect to the enviroment

Your Answer Mission & core values with respect to the enviroment

Multiple Choice Single Answer

Question	According to traditional thinking, quality improvement leads to :-
Correct Answer	Lower productivity
Your Answer	Increased cost

Multiple Choice Multiple Answer

Question	The mean is :-
Correct Answer	Center of process , Target of process
Your Answer	Center of process , Target of process , Mean of Recuding

Multiple Choice Single Answer

Question	TQM approach is:-
Correct Answer	Centered on quality
Your Answer	Centered on quality

True/False

Question	Leadership from top should be totally honest & transparent in dealing .
Correct Answer	True
Your Answer	True

True/False

Question	Quality approach is potential failure prevention.
Correct Answer	True
Your Answer	True

Multiple Choice Single Answer

Question	According to Deming quality improvement is analogous :-
Correct Answer	To reduction of Variation
Your Answer	To reduction of Variation

True/False

Question	The ISO is based on Plan - do - check- Act.
Correct Answer	True
Your Answer	True

Select The Blank

Question The Design & Development Review to be carried _____

Correct Answer To evaluate ability of product to meet requirements

Your Answer To evaluate ability of product to meet requirements

Multiple Choice Multiple Answer

Question Which are pillar of Tqm :-

Correct Answer Morale , Delivery

Your Answer Delivery , Training , Development

Select The Blank

Question TQM emphasises on _____.

Correct Answer Small improvement

Your Answer Continuous improvement

Multiple Choice Single Answer

Question In Quality circle, which problems are solved?

Correct Answer Work related

Your Answer Work related

Multiple Choice Multiple Answer

Question Following are the phases of intervention:-

Correct Answer Formulation stage , Maintenance stage , Implementation stage

Your Answer Formulation stage , Maintenance stage , Implementation stage

Multiple Choice Multiple Answer

Question Leadership style from top to bottom is :-

Correct Answer Totally honest & transparent , Providing consistent vision / direction

Your Answer Totally honest & transparent , Providing consistent vision / direction

LIST OF ATTEMPTED QUESTIONS AND ANSWERS**Multiple Choice Multiple Answer**

Question The benefite of ISO 14001 are applicable to :-

Correct Answer The organisation which adopts it , Adjacent property owner & enviroment

Select The Blank

Question The evaluation & selection of vendor _____.

Correct Answer Must have procedure for selection

Multiple Choice Multiple Answer

Question While setting Goal ,following things to be consider.

Correct Answer Marketability of product , Organization need

Multiple Choice Single Answer

Question Malcolm Baldrige national quality award is for (MBNQA) :-

Correct Answer Total quality management

True/False

Question Objective of finding cost of quality is to analyze it, reduce it.

Correct Answer True

True/False

Question CPK is 1' 33 means four sigma process.

Correct Answer True

Multiple Choice Single Answer

Question By adopting TQM philosophy, it benefits to :-

Correct Answer Organisation & employee

Multiple Choice Multiple Answer

Question Internal audits to be conducted to check the :-

Correct Answer Conformance to ISO - 14001 , Conformance of system for effectiveness , Statutory Requirement

Multiple Choice Single Answer

Question Mission conveys the message about what & who is :-

Correct Answer Company

True/False

Question ISO is Quality management system.

Correct Answer True

Multiple Choice Single Answer

Question TQM culture is :-

Correct Answer Continuous improvement

Match The Following

Question Correct Answer Your Answer

The quality manual have - Level 3

The process mapping - The sequence of operation & interaction of process

The role of management in QMS - To provide resources

Activities outsourced - Vendors are assessed based on predetermined criteria

Multiple Choice Single Answer

Question Dr. Deming worked in which country ?

Correct Answer Japan

Multiple Choice Single Answer

Question Analysis is :-

Correct Answer Process monitoring tool

Multiple Choice Single Answer

Question Gap 5 is :-

Correct Answer Gap between expectation & perceived service

Multiple Choice Multiple Answer

Question The role of management is :-

Correct Answer To provide Resources , To define EMS , To monitor the effectiveness of the system

Multiple Choice Single Answer

Question The operational control in EMS is :-

Correct Answer The process of controlling environment

Select The Blank

Question Planning of internal hazardous material & its disposal_____.

Correct Answer Contains Planing aspect

Multiple Choice Multiple Answer

Question The company collect document to :-

Correct Answer Demonstrate effectiveness of system , Requirement of QMS

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer

Question The competence of the employee means :-

Correct Answer Competence of personnel performing work affective quality , Evaluate the effectiveness of action taken , Maintain appropriate Record

Multiple Choice Single Answer

Question Process capability is :-

Correct Answer Long term performance of process

Select The Blank

Question Any process is to be _____.

Correct Answer Controllable

Multiple Choice Single Answer

Question All employee in organization must :-

Correct Answer Understand & recognize commitment

Select The Blank

Question The enviromental management system followed by organisation is _____.

Correct Answer ISO-14001

Select The Blank

Question In ISO the focus on customer is _____

Correct Answer In Enhancing customer satisfaction

Multiple Choice Multiple Answer

Question Process evaluation is to identify :-

Correct Answer Potential failure prevention , Correctness of product

Match The Following

Question Correct Answer Your Answer

Circle symbol Binging or end of operation

Pareto analysis is Data analysis told

X bar means Average of reading

LCT means Lower control limit

Multiple Choice Multiple Answer

Question Leadership style from top to bottom is :-

Correct Answer Totally honest & transparent , Providing consistent vision / direction

True/False

Question Continious improvement is improvement of inviromental system.

Correct Answer True

Select The Blank

Question Knowing capability of any process is required to _____.

Correct Answer Predict the behavior of process

Multiple Choice Single Answer

Question The management review is carried :-

Correct Answer To ensure effectiveness Of QMS

True/False

Question ISO calls for Product approach.

Correct Answer False

Multiple Choice Multiple Answer

Question How TQM helps in reducing cost?

Correct Answer By reducing external failure cost , By reducing internal failure

Multiple Choice Multiple Answer

Question Which of the following are depicted as the levels of the TQM?

Correct Answer Management style , Culture

Multiple Choice Single Answer

Question Which type of organization is not eligible for MBNQA?

Correct Answer Manufacturing

True/False

Question ISO - 9000- 1994 is Model for quality Assurance.

Correct Answer True

Match The Following

Question Correct Answer Your Answer

Tally chart is - Data analysis tool

Multiple Choice Single Answer

Question CPK indicate :-

Correct Answer Process capability of two side process with centre

Multiple Choice Single Answer

Question The need for TQM is due to :-

Correct Answer Cut throat competition

True/False

Question In TQM - M stands for Money.

Correct Answer False

Multiple Choice Multiple Answer

Question Common features of CMM is how to produce software product which are :-

Correct Answer Consistence , Repeatable , Predictable

Multiple Choice Multiple Answer

Question Factor in GAP 1 is :-

Correct Answer In sufficient market research , Lack of interaction between management & customer , Lack of communication

Select The Blank

Question _____ is one of the major business processes.

Correct Answer Customer service & supply chain

Multiple Choice Multiple Answer

Question The records shall be maintained to provide :-

Correct Answer Evidence of conformity to requirement , Demonstrate effectiveness of system

Multiple Choice Multiple Answer

Question The customer requirement to be reviewed :-

Correct Answer Before supply of product , Before commitment of supply of product

Select The Blank

Question Response is_____.

Correct Answer Speed

Multiple Choice Single Answer

Question TQM is aiming :-

Correct Answer Long term success

Match The Following

Question	Correct Answer	Your Answer
Dr. Deming believes	To prevent defect	Quality improves productivity decreases
Ishikawa development	Cause & effect diagram	Histogram
Type of variation is due to	Common causes	Common causes
Crosby's objective of quality	Histogram	Quality & productivity work together

Multiple Choice Single Answer

Question Plan aspect contains :-

Correct Answer Planning of internal hazard & its disposal

Multiple Choice Multiple Answer

Question The environmental policy must :-

Correct Answer Commits to prevention of pollution , Be Relevant to the activity , Comply with legislation

Multiple Choice Multiple Answer

Question	PP & PPK is calculated for :-
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Correct Answer	Initial production run , Initial process setting
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Multiple Choice Multiple Answer

Question	Bar chart is :-
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Correct Answer	Frequency Distribution tool , Data analysis tool
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Multiple Choice Single Answer

Question	Which of the following is not process input?
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Correct Answer	Testing
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LIST OF ATTEMPTED QUESTIONS AND ANSWERS**Multiple Choice Single Answer**

Question	The quality manual have :-
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Correct Answer	Level 3
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Your Answer	Level 3
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True/False

Question	ISO 9000 & TQM are supportive to each other.
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Correct Answer	True
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Your Answer	True
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Multiple Choice Multiple Answer

Question	Cause & Effect diagram used to :-
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Correct Answer	Identify & organize possible causes of problem , Identify possible causes of problem & determining its relation
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Your Answer	Identify & organize possible causes of problem , Identify possible causes of solution , Identify possible causes of problem & determining its relation , Document properly possible causes of solution
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True/False

Question	European award is given to any country.
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Correct Answer	False
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Your Answer	False
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Multiple Choice Single Answer

Question	TQM focuses on :-
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Correct Answer	Customer
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Your Answer	Management
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True/False

Question	The quality manual have one Level.
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Correct Answer	False
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Your Answer	True
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Select The Blank

Question	The planning & implementing Enviromental policy is responsibility of_____
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Correct Answer	Management representative.
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Your Answer	Management representative.
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Select The Blank

Question	The documents of external origin _____
----------	--

Correct Answer	Should be controlled separately
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Your Answer	Should be controlled separately
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True/False

Question	Quality is fitness for Purpose
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Correct Answer	True
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Your Answer	True
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Select The Blank

Question	Rectangle represent _____ While plotting flow chart.
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Correct Answer	Steps in Activity
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Your Answer	Decision point
-------------	----------------

True/False

Question	Failure mode & effect Analysis is prevention tool.
Correct Answer	True
Your Answer	True

Select The Blank

Question	Response is_____.
Correct Answer	Speed
Your Answer	Speed

Multiple Choice Multiple Answer

Question	The role of management in QMS is :-
Correct Answer	To provide resources , To provide support
Your Answer	To provide support , To provide guidance , To provide Direction

Select The Blank

Question	In ISO the focus on customer is _____
Correct Answer	In Enhancing customer satisfaction
Your Answer	Satisfying customer

Match The Following

Question	Correct Answer	Your Answer
Quality approach	Continual improvement management	Productivity quality - cost - Delivery
Pillor of TQM	Productivity quality - cost - Delivery	Continual improvement management
Need for TQM is due	Cut throat competition	Inspection
TQM focusses on	Employee	Cut throat competition

True/False

Question	The performance of process is in controlled condition then it is called process at managed level.
Correct Answer	False
Your Answer	True

Multiple Choice Single Answer

Question	What is part of cost of poor quality?
Correct Answer	External failure cost
Your Answer	External failure cost

Select The Blank

Question	_____ provides the competitive advantage.
Correct Answer	Serving customer in excellent fashion
Your Answer	Serving customer in excellent fashion

Multiple Choice Multiple Answer

Question	Following are the phases of intervention:-
Correct Answer	Formulation stage , Maintenance stage , Implementation stage
Your Answer	Formulation stage , Maintenance stage , Implementation stage , Employee relation

Multiple Choice Single Answer

Question	In ISO the focus is on :-
Correct Answer	Enhancing customer satisfaction
Your Answer	Satisfying customer

Multiple Choice Single Answer

Question	The variability in process is reduced, then the process become more :-
Correct Answer	Predictable
Your Answer	Controllable

Multiple Choice Single Answer

Question	What is document control?
Correct Answer	Document Required by EMS to be controlled
Your Answer	Document Required by EMS to be controlled

True/False

Question	ISO - 9000 -2000 this revision of ISO is currently in use.
Correct Answer	True

Your Answer	True
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Multiple Choice Multiple Answer

Question	CMM is nothing but :-
Correct Answer	Use of process means , Capability maturity model
Your Answer	Use of process means , Use of quality improvement technique. , Co - ordinate measuring mc , Capability maturity model

True/False

Question	Quality circle benefit to Employee.
Correct Answer	True
Your Answer	False

Multiple Choice Multiple Answer

Question	CP & CPK is calculated :-
Correct Answer	To predict future process , To predict future product performance
Your Answer	To predict future process , To predict future product performance , To say Initial process , To set History

Select The Blank

Question	The quality approach is _____
Correct Answer	Potential failure prevention
Your Answer	Inspection

Select The Blank

Question	_____ helps organization reduce employee turnover and absenteeism.
Correct Answer	Training & development
Your Answer	Appraisal

Multiple Choice Single Answer

Question	ISO 14001 is the management representative, responsible for :-
Correct Answer	Planning and implementing policy
Your Answer	Planning of management

Multiple Choice Single Answer

Question	The human Resource :-
Correct Answer	Must be competent
Your Answer	Must be trained

Multiple Choice Multiple Answer

Question	Common elements of winners are :-
Correct Answer	Senior management was actively involved , Control of overall process , Focus on customer
Your Answer	Senior management was actively involved , Control of overall process , Focus on customer

Multiple Choice Multiple Answer

Question	Reliability of product means :-
Correct Answer	Consistency of performance , Performance over period
Your Answer	Consistency of performance , Performance over period , Useful life , Post performance

Multiple Choice Single Answer

Question	What CPL indicates ?
Correct Answer	Process capability relative to lower specification limit
Your Answer	Process capability of process

Match The Following

Question	Correct Answer	Your Answer
Circle symbol	Binging or end of operation	Transportation
Pareto analysis is	Data analysis told	Binging or end of operation
X bar means	Average of reading	Data analysis told
LCT means	Lower control limit	Delay in Activity

Multiple Choice Multiple Answer

Question	When cpk is less than one, :-
Correct Answer	Process is not capable , Process is volatile
Your Answer	Process is not capable , Process is stable , Process is highly capable , Process is volatile

Select The Blank

Question	TQM promotes_____
Correct Answer	Team work
Your Answer	Individual performance

Multiple Choice Multiple Answer

Question	In parato Analysis, we have to focus on problem which contribute :-
Correct Answer	80 % Of total problem , 80 % Of causes.
Your Answer	20 % Of total problem , 80 % Of causes.

Multiple Choice Single Answer

Question	The operational control in EMS is :-
Correct Answer	The process of controlling environment
Your Answer	The process of controlling environmental system

Multiple Choice Single Answer

Question	By adopting TQM philosophy, it benefits to :-
Correct Answer	Organisation & employee
Your Answer	Organisation & employee

Multiple Choice Multiple Answer

Question	Tqm focus on :-
Correct Answer	Employee , Customer
Your Answer	Employee , Customer , Management

Select The Blank

Question	Reputation means_____.
Correct Answer	Past performance
Your Answer	Past performance

True/False

Question	In TQM, approach to employee is to involve people.
Correct Answer	True
Your Answer	True

Multiple Choice Single Answer

Question	When the process is called under control?
Correct Answer	When it is within specification
Your Answer	When it is within specification

True/False

Question	Recruitment & Selection are critical HR issue.
Correct Answer	True
Your Answer	True

Multiple Choice Multiple Answer

Question	Benefit of model based improvement are :-
Correct Answer	Establish common language , Models are comprehensive
Your Answer	Establish common language , Models are comprehensive , Provide frame work

Multiple Choice Multiple Answer

Question	Common features of CMM is how to produce software product which are :-
Correct Answer	Consistence , Repeatable , Predictable
Your Answer	Repeatable , Predictable , User friendly

Select The Blank

Question	The base of Tqm is_____
Correct Answer	Employee involvement
Your Answer	Employee involvement

True/False

Question	Each Environmental objective must be traceable back to the Environmental Policy statement.
Correct Answer	True
Your Answer	True

Multiple Choice Single Answer

Question	What is environment?
Correct Answer	Surrounding in which an organization operates.

True/False

Question Zero Deviation means product is set on mean.

Correct Answer True

Multiple Choice Single Answer

Question In control chart, X bar means :-

Correct Answer Average of Reading

Multiple Choice Single Answer

Question In ISO - 90001 Quality policy declare by management. Similarly what is specified in ISO - 14001?

Correct Answer Enviromrntal Policy

True/False

Question Histogram is used to compare data.

Correct Answer True

Multiple Choice Multiple Answer

Question Dimensions of quality are :-

Correct Answer Performance , Feature , Reliability

Select The Blank

Question Diamond represent _____ while plotting flow chart.

Correct Answer Decision point

Select The Blank

Question _____ is a strategic effort, directed at attaining business objective, through preventive action.

Correct Answer Quality

Multiple Choice Multiple Answer

Question ISO - 14001 gives stress on :-

Correct Answer Plan - Do -check -Act , Enviromental protection , Prevention rather than detection

Multiple Choice Single Answer

Question Which is not Business objectivity?

Correct Answer Supplier satisfaction

Select The Blank

Question Knowing capability of any process is required to _____.

Correct Answer Predict the behavior of process

Multiple Choice Single Answer

Question Before Accepting the order :-

Correct Answer It should be reviewed

Select The Blank

Question When the process is _____ then it is under control.

Correct Answer Within specification

Multiple Choice Multiple Answer

Question The environmental policy must contain & communicate the :-

Correct Answer Mission & value with respect to environment , Control & improve environment , Environmental impact

Multiple Choice Multiple Answer

Question Quality circle encourage :-

Correct Answer Team work , Participation

Multiple Choice Multiple Answer

Question Does TQM approach have relevance to Indian industry in context to

Correct Answer Customer satisfaction , People involvement

True/False

Question TQM approach is based on Participation.

Correct Answer True

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer

Question The benefits of Quality circle can be experienced by :-

Correct Answer Employees , Organization

True/False

Question Product quality planning should address capability & qualification of equipment.

Correct Answer True

Multiple Choice Multiple Answer

Question In inspection primary concern is :-

Correct Answer Detection of Defect , Action on only detected defect

True/False

Question CPK is 1.33 means four sigma process.

Correct Answer True

Multiple Choice Multiple Answer

Question By Applying basic principle the process improvement will be in organization's :-

Correct Answer Focus on work process , Maintain self esteem of other

Select The Blank

Question The supplier must provide _____ information to management.

Correct Answer Adequate

Multiple Choice Multiple Answer

Question Following are the phases of intervention:-

Correct Answer Formulation stage , Maintenance stage , Implementation stage

Select The Blank

Question _____ is important in providing some underpinning of the sense of shared responsibility.

Correct Answer Single status

Select The Blank

Question In ISO the focus on customer is _____

Correct Answer In Enhancing customer satisfaction

Multiple Choice Single Answer

Question Tally chart shows the :-

Correct Answer Frequency of event

Multiple Choice Single Answer

Question Gap 5 is :-

Correct Answer Gap between expectation & perceived service

True/False

Question TQM focuses on customer by Delighting customer.

Correct Answer True

Select The Blank

Question TQM promotes_____

Correct Answer Team work

True/False

Question TQM approach centered on quality.

Correct Answer True

Select The Blank

Question ISO - 9000- 1994 is _____

Correct Answer Model for quality Assurance

Multiple Choice Multiple Answer

Question Corrective action means :-

Correct Answer Action taken on detecting NC , Action taken on observed NC

True/False

Question In TQM, approach to employee is to involve people.

Correct Answer True

Multiple Choice Single Answer

Question By adopting TQM philosophy, it benefits to :-

Correct Answer Organisation & employee

Select The Blank

Question The quality approach is _____

Correct Answer Potential failure prevention

True/False

Question The role of management in QMS is to provide resources.

Correct Answer True

Multiple Choice Multiple Answer

Question The management review to be conducted :-

Correct Answer At predetermined Interval , As & when required

Multiple Choice Single Answer

Question In statistical quality control, primary concern is :-

Correct Answer Control

Select The Blank

Question The primary responsibility of human Resource is _____

Correct Answer To provide competent person

Multiple Choice Single Answer

Question The role of management in QMS is :-

Correct Answer To provide resources

Multiple Choice Single Answer

Question The Design & Development Review to be carried :-

Correct Answer To evaluate the ability of Design to meet Specification

Select The Blank

Question The evaluation & selection of vendor _____.

Correct Answer Must have procedure for selection

Multiple Choice Single Answer

Question Process capability is :-

Correct Answer Long term performance of process

True/False

Question The soft side of TQM include Training on job

Correct Answer True

Multiple Choice Multiple Answer

Question Bar chart is :-

Correct Answer Frequency Distribution tool , Data analysis tool

Select The Blank

Question The Design & Development Review to be carried _____

Correct Answer To evaluate ability of product to meet requirements

Select The Blank

Question _____ is a strategic effort, directed at attaining business objective, through preventive action.

Correct Answer Quality

Multiple Choice Single Answer

Question While setting Quality objective, What is to be consider :-

Correct Answer Customer need

Multiple Choice Multiple Answer

Question The competence of the employee means :-

Correct Answer Competence of personnel performing work affective quality , Evaluate the effectiveness of action taken , Maintain appropriate Record

Select The Blank

Question The base of Tqm is_____

Correct Answer Employee involvement

True/False

Question Gap 5 is Gap between expectation & perceived service.

Correct Answer True

Match The Following

Question Correct Answer Your Answer

Process is managed level - Performance is model respectable ,Performance is model respectable

Critical process maturity concept include - Process capability ,Process capability

Managed level of process - Process is controlled, Process is controlled

CMM is - Capability maturity ,Capability maturity

Multiple Choice Multiple Answer

Question While recruiting person he should

Correct Answer Competent to perform job , Trained to perform specified job

True/False

Question Process capability is only calculated when it qualify Bell shape curve.

Correct Answer True

True/False

Question The main business process objective is to serve the customer in excellent manner.

Correct Answer True

Multiple Choice Single Answer

Question Documents in company are controlled by :-

Correct Answer Management Representative.

Multiple Choice Multiple Answer

Question When cpk is less than one, :-

Correct Answer Process is not capable , Process is volatile

Match The Following

Question Correct Answer Your Answer

Dimension –P hysical facility, Physical facility

Service characteristic - Vary from time to time . Vary from time to time .

Customer satisfaction survey - To assess customer satisfaction level, To assess customer satisfaction level

Poor service is due to - Inadequate resource, Inadequate resource

Multiple Choice Single Answer

Question In inspection primary concern is :-

Correct Answer Detection of Defect

Multiple Choice Single Answer

Question Service characteristic is :-

Correct Answer It is intangible

Multiple Choice Single Answer

Question In control chart, X bar means :-

Correct Answer Average of Reading

Multiple Choice Single Answer

Question The ISO is based on :-

Correct Answer Plan - do - check- Act

Multiple Choice Multiple Answer

Question CMM is nothing but :-

Correct Answer Use of process means , Capability maturity model

True/False

Question Training helps organization Reduces employee' turnover.

Correct Answer True

Multiple Choice Multiple Answer

Question The customer requirement to be reviewed :-

Correct Answer Before supply of product , Before commitment of supply of product

Match The Following

Question	Correct Answer	Your Answer
Dimension	Physical facility	Physical facility
Service characteristic	Vary from time to time .	To assess customer satisfaction level
Customer satisfaction survey	To assess customer satisfaction level	To assess competitors Strength
Poor service is due to	Inadequate resource	Unskilled manpower

Multiple Choice Single Answer

Question Poor service is due to :-

Correct Answer Inadequate Resources

Multiple Choice Single Answer

Question Vender Assessment is :-

Correct Answer Appraisal cost

Multiple Choice Multiple Answer

Question Continual improvement is in :-

Correct Answer Enviromental objective , Audit Result , Corrective action

True/False

Question Prevention of pollution is prevention of cause of pollution.

Correct Answer True

Select The Blank

Question The primary responsibility of human Resource is _____

Correct Answer To provide competent person

Select The Blank

Question ISO - 9000- 1994 is _____

Correct Answer Model for quality Assurance

True/False

Question Continious improvement is improvement of inviromental system.

Correct Answer True

Match The Following

Question	Correct Answer	Your Answer
The management representative is responsible far	Establishment & implementation of QMS	Enhancing customer satisfaction
The management review conducted	As & when required	As & when required
In ISO the focus on customer	Enhancing customer satisfaction	Supplier satisfaction
Responsibility for quality objective	Top management	Establishment & implementation of QMS

True/False

Question Continual improvement which focusses on the improvement of of the EMS, must be reviewed every monthefor any changed aspects and impacts.

Correct Answer False

Multiple Choice Single Answer

Question What is document control?

Correct Answer Document Required by EMS to be controlled

Select The Blank

Question Knowing capability of any process is required to _____.

Correct Answer Predict the behavior of process

Multiple Choice Multiple Answer

Question Competitive advantage will be achieved by :-

Correct Answer Serving customer in excellent fashion , Get in pat from customer & convert in service , Technological improvement

Question The need fore CMM is :-

Correct Answer To ensure that the product is consistent

Multiple Choice Multiple Answer

Question Multi- disciplinary approach means :-

Correct Answer People from different discipline in organization , People from different department having diff skill

Multiple Choice Multiple Answer

Question The competence of the employee means :-

Correct Answer Competence of personnel performing work affective quality , Evaluate the effectiveness of action taken , Maintain appropriate Record

Multiple Choice Single Answer

Question Calibration Activity in company is :-

Correct Answer Appraisal cost

Multiple Choice Multiple Answer

Question The role of management is :-

Correct Answer To provide Resources , To define EMS , To monitor the effectiveness of the system

Multiple Choice Single Answer

Question Process capability is :-

Correct Answer Long term performance of process

True/False

Question Finance is pillar of TQM.

Correct Answer False

Select The Blank

Question _____ provides the competitive advantage.

Correct Answer Serving customer in excellent fashion

True/False

Question CPK is 1' 33 means four sigma process.

Correct Answer True

Select The Blank

Question The base of Tqm is_____

Correct Answer Employee involvement

Multiple Choice Multiple Answer

Question The benefits of Quality circle can be experienced by :-

Correct Answer Employees , Organization

True/False

Question The control of enviromental aspect Life side analysis.

Correct Answer True

Multiple Choice Multiple Answer

Question The inviromental policy must :-

Correct Answer Be Relevant to the activity , Comply with legislation , Commits to prevention of pollution

True/False

Question Poor service is due to Poor people.

Correct Answer False

True/False

Question Significant aspect means Perceived Risk.

Correct Answer True

Select The Blank

Question _____ is a strategic effort, directed at attaining business objective, through preventive action.

Correct Answer Quality

Match The Following

Question	Correct Answer	Your Answer
Process is managed level	Performance is model respectable	Process is controlled
Critical process maturity concept include	Process capability	Performance is model respectable
Managed level of process	Process is controlled	Process capability
CMM is	Capability maturity	Capability maturity

Multiple Choice Single Answer

Question Record may be :-

Correct Answer Procedure to control its use.

Multiple Choice Multiple Answer

Question The ISO is based on :-

Correct Answer Plan - Do - check - Act , Continual improvement

True/False

Question ISO - 9000- 1994 is Model for quality Assurance.

Correct Answer True

Multiple Choice Single Answer

Question ISO emphasis on :-

Correct Answer Prevention

Match The Following

Question	Correct Answer	Your Answer
How TQM helps in reducing cost	By reducing external sale	By reducing external sale
Calibration activity carried in company is	Appraisal cost	Appraisal cost
Quality planning is	Prevention cost	Prevention cost
Vender assessment is	Appraisal cost	Appraisal cost

Multiple Choice Single Answer

Question Control chart shows :-

Correct Answer Performance of process

Select The Blank

Question The enviromental management system followed by organisation is _____.

Correct Answer ISO-14001

Multiple Choice Multiple Answer

Question Measuring instrument should be :-

Correct Answer Calibrated , Adjusted & Re-Adjusted , Properly located

Multiple Choice Multiple Answer

Question Which are pillar of Tqm :-

Correct Answer Morale , Delivery

Multiple Choice Multiple Answer

Question Does TQM approach have relevance to Indian industry in context to

Correct Answer Customer satisfaction , People involvement

Multiple Choice Multiple Answer

Question In parato Analysis, we have to focus on problem which contribute :-

Correct Answer 80 % Of total problem , 80 % Of causes.

Select The Blank

Question Payment Against warranty is_____.

Correct Answer External failure cost

Multiple Choice Multiple Answer

Question Type of waste are :-

Correct Answer Waiting time , Transport , Processing waste

Select The Blank

Question _____ brings cultural change.

Correct Answer Small improvement

Multiple Choice Multiple Answer

Question The company collect document to :-

Correct Answer Demonstrate effectiveness of system , Requirement of QMS

Multiple Choice Single Answer

Question Total points in MBNQA is :-

Correct Answer 1000

Match The Following

Question	Correct Answer	Your Answer
Quality is	As per manufacturer	Fitness for use
Dr. Deming's contribution is in	Japan	Japan
According to Deming every employee should involve in	Decision making	Quality improves productivity decreases
Quality is	Fitness for use	Decision making

Multiple Choice Multiple Answer

Question Common features of CMM is how to produce software product which are :-

Correct Answer Consistence , Repeatable , Predictable

True/False

Question When process improvements are institutionlized, the process is optimized level

Correct Answer False

Multiple Choice Multiple Answer

Question Corrective action means :-

Correct Answer Action taken on detecting NC , Action taken on observed NC

Multiple Choice Single Answer

Question Which is not part of cost of poor quality ?

Correct Answer Appraisal cost

True/False

Question The performance of process is in controlled condition then it is called process at managed level.

Correct Answer False

Multiple Choice Single Answer

Question ISO - 140001 is built upon which of the following?

Correct Answer Plan - Do - check - Act

Multiple Choice Multiple Answer

Question Validation of process is required to demonstrate :-

Correct Answer Planned results , To verify result

Multiple Choice Multiple Answer

Question The benefite of ISO 14001 are applicable to :-

Correct Answer The organisation which adopts it , Adjacent property owner & enviroment

Multiple Choice Single Answer

Question If TQM done properly :-

Correct Answer It brings significant organisational changes

ALL THAT APPLY – TQM & HR

Active participation of employees in Appraisal interviews helps :-

- To identify root causes & obstacles to performance ,
- To generate constructive ideas for improvement

Benefit of model based improvement are :-

- Establish common language ,
- Models are comprehensive

By Applying basic principle the process improvement will be in organization's :-

- Focus on work process ,
- Maintain self esteem of other

Common elements of winners are :-

- Senior management was actively involved ,
- Control of overall process ,
- Focus on customer

Common features of CMM is how to produce software product which are :-

- Consistence ,
- Repeatable ,
- Predictable

Corrective action means :-

- Action taken on detecting NC ,
- Action taken on observed NC

CP & CPK is calculated :-

- To predict future process ,
- To predict future product performance

Factor in GAP 1 is :-

- In sufficient market research ,
- Lack of interaction between management & customer ,
- Luck of communication

HRD at organisational level talks of :-

- Organisation's manpower planning ,
- Training ,
- Performance appraisal

If Appraisals are not conducted properly, it can lead to :-

- Wastage of time ,
- Feeling of frustration ,
- Strategic failure

In Results Method to appraisals, Manager can consider results in form of :-

- Sales figures ,
- Production output

Internal audits to be conducted to check the :-

- Conformance to ISO - 14001 ,
- Conformance of system for effectiveness ,
- Statutory Requirement

Job data on features of the job can be collected from :-

- Employees who perform the job ,
- Other employees who watch the workers ,
- Trade job analysts

M. M. Khan remarks that HRD is the process of :-

- Increasing knowledge ,
- Capabilities ,
- Positive work attitudes

Measuring instrument should be :-

- Calibrated ,
- Adjusted & Re-Adjusted ,
- Properly located

Multi- disciplinary approach means :-

- People from different discipline in organization ,
- People from different department having diff skill

PP & PPK is calculated for :-

- Initial production run ,
- Initial process setting

Process evaluation is to identify :-

- Potential failure prevention ,
- Correctness of product

Quality control is a management process which consists of :-

- Evaluate actual quality performance ,
- Compare actual performance to quality goals ,
- Take action on the difference

Special characteristic means :-

- Product characteristic which affect fit/ function / Regulation ,
- Characteristic of product which are regulatory requirement.

The competence of the employee means :-

- Competence of personnel performing work affective quality ,
- Evaluale the effectiveness of action taken ,

Maintain appropriate Record

The company collect document to :-

- Demonstrate effectiveness of system ,

Requirement of QMS

The evaluation & selection of vendor :-

- Must have predetermined procedure ,
- Must be assessed

The following tamper the constitutionalism of an organisation :-

- Bias on part of management ,
- Lack of privacy ,
- Improper process of discipline

The model of planning as a people process has benefits to :-

- Groups ,
- Divisions , -
- Constituent companies

The role of management is :-

- To provide Resources ,
- To define EMS ,
- To monitor the effectiveness of the system

The role of management in QMS is :-

- To provide resources ,
- To provide support

Type of waste are :-

- Waiting time ,
- Transport ,
- Processing waste

Validation of process is required to demonstrate :-

- Planned results ,
- To verify result

When cpk is less than one, :-

- Process is not capable ,
- Process is volatile

Which of the following are depicted as the levels of the TQM?

- Culture ,
- Management style

While examining top management's style of managing people, HRD consultants examine :-

- The leadership styles of managers ,
- Human relation skills of managers ,
- Attempts to create a learning environment in company

Zone in Tolerance means :-

- Gap between adequate service & desired service ,
- Gap between min & max expectation

SELECT ANY ONE – TQM & HR

A well designed training programme :-

Is planned in logical manner

According to Deming quality improvement is analogous :-

To reduction of Variation

According to traditional thinking, quality improvement leads to :-

Lower productivity

Balancing the cost between the utilization of plant & work force is especially important :-

When costing projects

Calibration Activity in company is :-

Appraisal cost

Control chart shows :-

Performance of process

Generally, for immediate future, succession plans are prepared for :-

Individuals

HRD has become a popular concept now, particularly in the :-

Business world

HRD is a total system with various :-

Sub systems

HR Manager has to consider these dimensions while planning for career developmental activities:-

Age & Performance

ISO emphasis on :-

Prevention

ISO - 14001 is :-

Powerful management tool to be used by an organisation to control the environmental hazards.

ISO 14001 is the management representative, responsible for :-

Planning and implementing policy

Management succession is a direct responsibility of :-

CEO & Top Management

One of the advantages of 360 degree appraisals is that :-

It reduces bias / prejudice

Service characteristic is :-

It is intangible

Tally chart shows the :-

Frequency of event

The Design & Development Review to be carried :-

To evaluate the ability of Design to meet Specification

The following personality holds the view that HRD is a developmental oriented planned effort in the personnel area :-

C S Sanker

The management review is carried :-

To ensure effectiveness Of QMS

The need fore CMM is :-

To ensure that the product is consistent

The operational control in EMS is :-

The process of controlling environment

The Personnel needs of an organisation are identified in :-

Human resource planning

The very purpose of worker being at workplace is his :-

Work

Total points in MBNQA is :-

1000

TQM approach is:-

Centered on quality

TQM culture is :-

Continuous improvement

TQM focuses on :-

Customer

Training needs may be assessed by identifying :-

The gap between skills possessed by employee and those required for the job

Vender Assessment is :-

Appraisal cost

What CPL indicates ?

Process capability relative to lower specification limit

What is core value?

Excellence

What is document control?

Document Required by EMS to be controlled

Which is not pillar of TQM

Finance

Which type of organization is not eligible for MBNQA?

Manufacturing

When the process is called under control?

When it is within specification

FILL IN D BLANKS- TQM & HR

_____ are those people who have great potential and genuine capacities but not utilising it at all.

Problem children

_____ brings cultural change.

Small improvement

_____ gives the employees a feeling of gaining something extra.

Fringe benefits

_____ is one of the major business processes.

Customer service & supply chain

A key issue in planning for action is how to motivate _____ to organisational change.

Commitment

Any process is to be _____.

Controllable

If proper _____ activities have been conducted, there should be no need to masquerade the salary.

HRM

If there is no _____ the organisational tasks may not be done at all or are done at a slow pace.

Commitment

Knowing capability of any process is required to _____.

Predict the behavior of process

Occasionally, learning curves show _____, which are the areas in the learning curve which indicate no progress in learning.

Plateaus

Organizations should take positive measures to facilitate _____ of new employees through Induction.

SOCIAL ADAPTATION

Performance Ratings must be _____.

Job related

The Design & Development Review to be carried _____

To evaluate ability of product to meet requirements

The drawbacks of skill-based pay schemes are _____ and the lack of performance contingency.

Tendency to "Top out"

The management review to be conducted _____.

At predetermined interval

The objective of ISO-9000 _____

Customer satisfaction

The opportunities are for new _____.

Ventures

There has been a general feeling that quality control concepts are applicable to _____ only.

Manufacturing processes

TQM emphasises on _____.

Small improvement

TQM promotes _____

Team work

When the process is in mature stage, it means _____.

Process is defined

MATCH THE FOLLOWING – TQM & HR

1.

-
- | | |
|-----------------------------|-----------------------------|
| - Circle symbol | Binging or end of operation |
| - Pareto analysis is | Data analysis told |
| - X bar means | Average of reading |
| - LCT means | Lower control limit |

2

- | | |
|---------------------------------------|---------------------------------|
| -Dimension | Physical facility |
| - Service characteristic | Vary from time to time |
| - Customer satisfaction survey | To assess customer satisfaction |
| - Poor service is due to | Inadequate resource |

3.

- | | |
|--------------------------------------|--|
| - Forecasts | Based on measures of productivity |
| - Estimate made by management | Simplest method of assessment |
| - Statistical method | Vary in their degree of sophistication |
| - Work study method | Systematic analysis of work |

4.

- | | |
|---|---------------------------|
| - How TQM helps in reducing cost | By reducing external sale |
| - Calibration activity carried in company is | Appraisal cost |
| - Quality planning is | Prevention cost |
| - Vender assessment is | Appraisal cost |

5.

- | | |
|--------------------------|---|
| - ISO emphasis on | Prevention |
| - ISO | International organization far standard |
| - Lead assessor | Qualified personnel |

- ISO currently in use ISO - 9000 -2000
- 6.
 - MBQA is eligible for Manufacturing organization
 - Malcolm baldring award seeks improvement in Quality & productivity
 - European quality award is for Improving efficiency
 - Common elements of winners are Senior management was activity involved
- 7.
 - Process is managed level Performance is model respectable
 - Critical process maturity concept include Process capability
 - Managed level of process Process is controlled
 - CMM is Capability maturity
- 8.
 - Quality is As per manufacturer
 - Dr. Deming's contribution is in Japan
 - According to Deming every employee should involve in Decision making
 - Quality is Fitness for use
- 9.
 - Quality approach Continual improvement management
 - Pillor of TQM Productivity quality - cost –Delivery
 - Need for TQM is due Cut throat competition
 - TQM focusses on Employee
- 10.
 - Simulated decision games Acting out managerial problems
 - Coaching Guidance through advice / suggestions
 - Committee assignment Study of specific organisational problem

True

Continious improvement is improvement of inviromental system.

True

Continual improvement which focusses on the improvement of of the EMS, must be reviewed every monthefor any changed aspects and impacts.

False

CPK is 1' 33 means 64 PPM.

True

CPK is 1' 33 means four sigma process.

True

Different application forms may be necessary for different kinds of work.

True

Employees of an organisation cannot participate in HRD audit. It is concerned only with top management's views and goals.

False

Finance is pillar of TQM.

False

Gap 5 is Gap between expectation & perceived service.

True

Good HRD practices do not make any difference on many counts.

False

In sensitivy training, the interaction of participants is facilitated by a professional behaviour scientist.

True

ISO - 9000 -2000 this revision of ISO is currently in use.

True

ISO 9000 & TQM are supportive to each other.

True

ISO calls for Product approach.

False

ISO emphasis on Detection.

False

ISO is Quality management system.

True

Lecture courses is often an "In-house" activity in any organisation.

True

One of the reasons for delayed improvement of QWL is lack of consciousness among employees.

True

Physical facilities is tangible dimension.

True

Poor service is due to Poor people.

False

Process capability is only calculated when it qualify Bell shape curve.

True

Product quality planning should address capability & qualification of equipment.

True

Significant aspect means Perceived Risk.

True

Some of the competencies like attitudes, skills, perspectives etc may cut across all levels and departments in the company.

True

The control of enviromental aspect Life side analysis.

True

The main business process objective is to serve the customer in excellent manner.

True

The performance of process is in controlled condition then it is called process at managed level.

False

The performance process is repeatable level.

True

The quality manual have one Level.

False

There is a growing awareness by employers of the value of the employer `Brand`.

True

TQM & ISO both focuses on employee.

False

TQM approach is based on Participation.

True

When process improvements are institutionlized, the process is optimized level

False

Zero Deviation means product is set on mean.

True

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer

Question	Following are the phases of intervention:-
Correct Answer	Formulation stage , Maintenance stage , Implementation stage
Your Answer	Implementation stage , Formulation stage , Maintenance stage

Select The Blank

Question Arrow indicates _____.

Correct Answer Direction of flow

Your Answer Direction of flow

Multiple Choice Multiple Answer

Question In ISO the focus is on :-

Correct Answer Enhancing customer satisfaction , Delighting customer

Your Answer Enhancing customer satisfaction , Delighting customer

Multiple Choice Multiple Answer

Question What are critical HR issue ?

Correct Answer Recruitment & Selection , Training & development , Appraisal

Your Answer Recruitment & Selection , Training & development , Appraisal

Multiple Choice Single Answer

Question Strategic quality management means :-

Correct Answer Strategic Improvement

Your Answer Strategic Improvement

Multiple Choice Single Answer

Question In inspection primary concern is :-

Correct Answer Detection of Defect

Your Answer Detection of Defect

Select The Blank

Question Rectangle represent _____ While plotting flow chart.

Correct Answer Steps in Activity

Your Answer Steps in Activity

Multiple Choice Single Answer

Question In statistical quality control, primary concern is :-

Correct Answer Control

Your Answer Control

Select The Blank

Question The planning & implementing Enviromental policy is responsibility of _____

Correct Answer Management representative.

Your Answer Management representative.

Multiple Choice Single Answer

Question Evolution of quality concept. Current era is

Correct Answer Continual Improvement

Your Answer Continual Improvement

Match The Following

Question	Correct Answer	Your Answer
Bureaucratic	Working together for excellence	Working together for excellence
Leadership from top	Provide consistent vision direction	Provide consistent vision direction
Excellence mean	Satisfy all customer need	Satisfy all customer need
Team work mean	Unlimited thinking	Unlimited thinking

Multiple Choice Multiple Answer

Question Reliability of product means :-

Correct Answer Consistency of performance , Performance over period

Your Answer Consistency of performance , Performance over period

Multiple Choice Multiple Answer

Question Cost of poor quality comprises :-

Correct Answer Cost of internal failure , Cost of external failure

Your Answer Cost of internal failure , Cost of external failure

Select The Blank

Question Planning of internal hazardous material & its disposal_____.

Correct Answer Contains Planing aspect

Your Answer Planning of management

True/False

Question TQM approach centered on quality.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question By adopting Tqm philosophy, it benefit to :-

Correct Answer Organisation , Employee

Your Answer Employee , Organisation

Multiple Choice Multiple Answer

Question What are main business process objective

Correct Answer Customer service , Profit & loss

Your Answer Customer service , Supplier chain , New product

Multiple Choice Single Answer

Question If some of the activities are outsourced :-

Correct Answer Vendors are approached on predetermined criteria

Your Answer Vendors are approached on predetermined criteria

True/False

Question Venders are assessed on predefined criteria if some activity are outsourced.

Correct Answer True

Your Answer True

True/False

Question Objective of finding cost of quality is to analyze it, reduce it.

Correct Answer True

Your Answer True

Select The Blank

Question Tool is used in TQM implementation is _____.

Correct Answer P -D - C - A

Your Answer P -D - C - A

Multiple Choice Multiple Answer

Question In inspection primary concern is :-

Correct Answer Detection of Defect , Action on only detected defect

Your Answer Detection of Defect , Action on only detected defect

Multiple Choice Multiple Answer

Question Cause & Effect diagram used to :-

Correct Answer Identify & organize possible causes of problem , Identify possible causes of problem & determining its relation

Your Answer Identify & organize possible causes of problem , Identify possible causes of problem & determining its relation

Multiple Choice Single Answer

Question What is quality policy?

Correct Answer Overall intention & direction of organization towards quality

Your Answer Overall intention & direction of organization towards quality

Match The Following

Question	Correct Answer	Your Answer
Quality approach	Continual improvement management	Continual improvement management
Pillor of TQM	Productivity quality - cost - Delivery	Productivity quality - cost - Delivery
Need for TQM is due	Cut throat competition	Cut throat competition
TQM focusses on	Employee	Employee

Select The Blank

Question Response is_____.

Correct Answer Speed

Your Answer Speed

Multiple Choice Single Answer

Question Dr. Deming's contribution is in the field of :-

Correct Answer Quality

Your Answer Quality

Select The Blank

Question _____ is the machine down time.

Correct Answer Waste

Your Answer Waste

True/False

Question Quality is fitness for Purpose

Correct Answer True

Your Answer True

True/False

Question The role of management in QMS is to provide resources.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question Quality planning is :-

Correct Answer Prevention cost

Your Answer Prevention cost

True/False

Question In TQM "Total" means Total Organization.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question The ISO is based on :-

Correct Answer Plan - do - check- Act

Your Answer Plan - do - check- Act

True/False

Question	Histogram is used to compare data.
Correct Answer	False
Your Answer	False

True/False

Question	Periodic review of process to be taken to ensure consistency of process.
Correct Answer	True
Your Answer	True

Multiple Choice Single Answer

Question	What is ISO?
Correct Answer	International organization for standard
Your Answer	International organization for standard

Select The Blank

Question	_____ is important in providing some underpinning of the sense of shared responsibility.
Correct Answer	Single status
Your Answer	Single status

Multiple Choice Single Answer

Question	What is EMS?
Correct Answer	Environmental management system
Your Answer	Environmental management system

Multiple Choice Single Answer

Question	The need for TQM is due to :-
Correct Answer	Cut throat competition
Your Answer	Cut throat competition

Select The Blank

Question	Model used in software industry to check the quality is called_____
Correct Answer	Capability maturity model
Your Answer	Capability maturity model

Multiple Choice Single Answer

Question Which revision of ISO is currently in use?

Correct Answer ISO - 9000 -2000

Your Answer ISO - 9000 -2000

Multiple Choice Multiple Answer

Question Current quality concept is :-

Correct Answer Continual improvement , Prevention of defect

Your Answer Continual improvement , Prevention of defect

Multiple Choice Single Answer

Question In business, vision involve :-

Correct Answer Mission statement

Your Answer Mission statement

Multiple Choice Single Answer

Question In quality Assurance primary concern is:-

Correct Answer Co-ordination

Your Answer Co-ordination

Select The Blank

Question When the process is in mature stage, it means _____.

Correct Answer Process is defined

Your Answer Process is defined

True/False

Question Quality approach is continual improvement.

Correct Answer True

Your Answer False

Select The Blank

Question The enviromental management system followed by organisation is _____.

Correct Answer ISO-14001

Your Answer ISO-14001

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Select The Blank

Question Tool is used in TQM implementation is _____.

Correct Answer P -D - C - A

Your Answer P -D - C - A

True/False

Question Quality policy is defined by employee of organisation

Correct Answer False

Your Answer False

True/False

Question Lead assessor is Qualified personnel.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question While calculating CPK standard deviation is :-

Correct Answer Estimated

Your Answer Estimated

Match The Following

Question	Correct Answer	Your Answer
Quality approach	Continual improvement management	Continual improvement management
Pillar of TQM	Productivity -Quality - cost - Delivery	Productivity -Quality - cost - Delivery
Need for TQM	Due to cut throat competition	Due to cut throat competition
TQM focuses on	Employee	Employee

True/False

Question	Quality approach is potential failure prevention.
Correct Answer	True
Your Answer	True

Multiple Choice Single Answer

Question	In ISO - 90001 Quality policy declare by management. Similarly what is specified in ISO - 14001?
Correct Answer	Enviromrntal Policy
Your Answer	Enviromrntal Policy

True/False

Question	ISO - 9000 -2000 this revision of ISO is currently in use.
Correct Answer	True
Your Answer	True

Multiple Choice Multiple Answer

Question	The Quality problems arises :-
Correct Answer	Due to management , Due to Employee
Your Answer	Due to management , Due to method

True/False

Question	In TQM "Total" means Total Organization.
Correct Answer	True
Your Answer	False

Multiple Choice Multiple Answer

Question	When cpk is less than one, :-
Correct Answer	Process is not capable , Process is volatile
Your Answer	Process is not capable

Select The Blank

Question	Response is_____.
Correct Answer	Speed
Your Answer	Service

True/False

Question Business objectives are derived from mission statement.

Correct Answer True

Your Answer False

Select The Blank

Question Model used in software industry to check the quality is called_____

Correct Answer Capability maturity model

Your Answer Capability maturity model

Multiple Choice Multiple Answer

Question Need for Tqm is due :-

Correct Answer Cut throat competition , Customer requirement

Your Answer Cut throat competition , Customer requirement

Select The Blank

Question Reputation means_____.

Correct Answer Past performance

Your Answer Past performance

Multiple Choice Single Answer

Question In quality Assurance primary concern is:-

Correct Answer Co-ordination

Your Answer Co-ordination

Multiple Choice Single Answer

Question In inspection primary concern is :-

Correct Answer Detection of Defect

Your Answer Detection of Defect

Multiple Choice Single Answer

Question Strategic quality management means :-

Correct Answer Strategic Improvement

Your Answer Strategic Improvement

Multiple Choice Single Answer

Question Evolution of quality concept. Current era is

Correct Answer Continual Improvement

Your Answer Continual Improvement

Multiple Choice Multiple Answer

Question Service Assurance is :-

Correct Answer Confidence with customer , Customer have trust , Employee have knowledge

Your Answer Customer have trust , Employee have knowledge , Confidence with customer

Multiple Choice Single Answer

Question Which is not Business objectivity?

Correct Answer Supplier satisfaction

Your Answer Supplier satisfaction

Multiple Choice Multiple Answer

Question Reliability of product means :-

Correct Answer Consistency of performance , Performance over period

Your Answer Consistency of performance , Performance over period

Multiple Choice Multiple Answer

Question Current quality concept is :-

Correct Answer Continual improvement , Prevention of defect

Your Answer Continual improvement , Prevention of defect

Select The Blank

Question _____ organisations are not eligible for MBNQA.

Correct Answer Software

Your Answer Software

Select The Blank

Question Quality means_____.

Correct Answer Fitness for use

Your Answer Fitness for use

Multiple Choice Single Answer

Question ISO 9000 & TQM are :-

Correct Answer Supportive to each other

Your Answer Supportive to each other

Multiple Choice Single Answer

Question Which revision of ISO is currently in use?

Correct Answer ISO - 9000 -2000

Your Answer ISO - 9000 -2000

Multiple Choice Single Answer

Question Excellence means :-

Correct Answer Satisfy all customer need

Your Answer Satisfy all customer need

Multiple Choice Multiple Answer

Question Cause & Effect diagram used to :-

Correct Answer Identify & organize possible causes of problem , Identify possible causes of problem & determining its relation

Your Answer Identify & organize possible causes of problem , Identify possible causes of problem & determining its relation

True/False

Question ISO calls for Product approach.

Correct Answer False

Your Answer False

Multiple Choice Single Answer

Question Analysis is :-

Correct Answer Process monitoring tool

Your Answer Data analysis tool

Select The Blank

Question	The documents of external origin _____
Correct Answer	Should be controlled separately
Your Answer	Should be controlled separately

Multiple Choice Single Answer

Question	Quality objectives :-
Correct Answer	Must be relevant to function within organization
Your Answer	Must be relevant to function within organization

Select The Blank

Question	_____ is important in providing some underpinning of the sense of shared responsibility.
Correct Answer	Single status
Your Answer	Single status

Select The Blank

Question	Quality approach is _____
Correct Answer	Potential failure prevention
Your Answer	Potential failure prevention

True/False

Question	Documents in company are controlled by Management Representatives.
Correct Answer	True
Your Answer	True

Multiple Choice Multiple Answer

Question	While setting Goal ,following things to be consider.
Correct Answer	Marketability of product , Organization need
Your Answer	Customer need , Marketability of product

Multiple Choice Single Answer

Question	TQM approach is:-
Correct Answer	Centered on quality
Your Answer	Centered on quality

Multiple Choice Single Answer

Question In statistical quality control, primary concern is :-

Correct Answer Control

Your Answer Control

Multiple Choice Single Answer

Question HR policies must be correlated with :-

Correct Answer Company vision

Your Answer Quality policy

Match The Following

Question	Correct Answer	Your Answer
Bureaucratic	Working together for excellence	Direction from Boss
Leadership from top	Provide consistent vision direction	Provide consistent vision direction
Excellence mean	Satisfy all customer need	Satisfy all customer need
Team work mean	Unlimited thinking	Working together for excellence

Select The Blank

Question When the process is in mature stage, it means _____.

Correct Answer Process is defined

Your Answer Process is defined

Multiple Choice Multiple Answer

Question What are critical HR issue ?

Correct Answer Recruitment & Selection , Training & development , Appraisal

Your Answer Recruitment & Selection , Training & development , Appraisal

True/False

Question Bar chart shows how data is spread across the range.

Correct Answer True

Your Answer False

Multiple Choice Multiple Answer

Question Special characteristic means :-

Correct Answer Product characteristic which affect fit/ function / Regulation , Characteristic of product which are regulatory requirement.

Your Answer Product characteristic which affect fit/ function / Regulation , Characteristic of product which are regulatory requirement.

Multiple Choice Single Answer

Question CMM is applicable to :-

Correct Answer Software industry

Your Answer Software industry

LIST OF ATTEMPTED QUESTIONS AND ANSWERS**Multiple Choice Multiple Answer**

Question Competitive advantage will be achieved by :-

Correct Answer Technological improvement , Serving customer in excellent fashion , Get in pat from customer & convert in service

Your Answer Serving customer in excellent fashion , Technological improvement

Multiple Choice Multiple Answer

Question Which are pillar of Tqm :-

Correct Answer Morale , Delivery

Your Answer Morale , Delivery

Select The Blank

Question _____ is the machine down time.

Correct Answer Waste

Your Answer Waste

True/False

Question Recruitment & Selection are critical HR issue.

Correct Answer True

Your Answer True

Match The Following

Question	Correct Answer	Your Answer
ISO emphasis on	Prevention	Prevention
ISO	International organization for standard	International organization for standard
Lead assessor	Qualified personnel	Qualified personnel
ISO currently in use	ISO - 9000 -2000	ISO - 9000 -2000

Multiple Choice Multiple Answer

Question	Internal audits to be conducted to check the :-
Correct Answer	Conformance to ISO - 14001 , Conformance of system for effectiveness , Statutory Requirement
Your Answer	Conformance of system for effectiveness , Statutory Requirement , Management review

Select The Blank

Question	Payment Against warranty is_____.
Correct Answer	External failure cost
Your Answer	External failure cost

Select The Blank

Question	The base of Tqm is_____
Correct Answer	Employee involvement
Your Answer	Employee involvement

Multiple Choice Multiple Answer

Question	While recruiting person he should
Correct Answer	Competent to perform job , Trained to perform specified job
Your Answer	Competent to perform job , Trained to perform specified job

Match The Following

Question	Correct Answer	Your Answer
The quality manual have	Level 3	Vendors are assessed based on predetermined criteria
The process mapping	The sequence of operation & interaction of process	The sequence of operation & interaction of process

The role of management in QMS	To provide resources	To provide resources
Activities outsourced	Vendors are assessed based on predetermined criteria	Vendors are assessed based on predetermined criteria

Multiple Choice Multiple Answer

Question	Tqm focus on :-
Correct Answer	Employee , Customer
Your Answer	Employee , Customer

Multiple Choice Multiple Answer

Question	Process evaluation is to identify :-
Correct Answer	Potential failure prevention , Correctness of product
Your Answer	Potential failure prevention , Correctness of product

Multiple Choice Multiple Answer

Question	ISO - 14001 gives stress on :-
Correct Answer	Plan - Do -check -Act , Enviromental protection , Prevention rather than detection
Your Answer	Enviromental protection , Plan - Do -check -Act

True/False

Question	The ISO is based on Plan - do - check- Act.
Correct Answer	True
Your Answer	True

Multiple Choice Single Answer

Question	The need fore CMM is :-
Correct Answer	To ensure that the product is consistent
Your Answer	To ensure the capability of process

Multiple Choice Multiple Answer

Question	Cost of quality includes :-
Correct Answer	Prevention cost , Appraisal cost , Cost of internal failure
Your Answer	Prevention cost , Appraisal cost , Cost of internal failure

True/False

Question TQM approach centered on quality.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question The quality manual have :-

Correct Answer Level 3

Your Answer Level 1

Multiple Choice Single Answer

Question What is core value?

Correct Answer Excellence

Your Answer Excellence

Select The Blank

Question _____ is a strategic effort, directed at attaining business objective, through preventive action.

Correct Answer Quality

Your Answer Quality

Multiple Choice Single Answer

Question In ISO the focus is on :-

Correct Answer Enhancing customer satisfaction

Your Answer Enhancing customer satisfaction

True/False

Question Quality approach is continual improvement.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question Creativity means :-

Correct Answer Unlimited thinking

Your Answer Unlimited thinking

True/False

Question By Applying basic principle, the process improvement will be in organization's focuses on work process.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question The mean is :-

Correct Answer Center of process , Target of process

Your Answer Center of process

Select The Blank

Question The enviromental management system followed by organisation is _____.

Correct Answer ISO-14001

Your Answer ISO-14001

Multiple Choice Single Answer

Question Who is responsible for quality objective?

Correct Answer Top management

Your Answer Top management

Multiple Choice Single Answer

Question Service characteristic is :-

Correct Answer It is intangible

Your Answer It is tangible

Multiple Choice Single Answer

Question The human Resource :-

Correct Answer Must be competent

Your Answer Must be competent

True/False

Question Gap 5 is Gap between expectation & perceived service.

Correct Answer True

Your Answer True

Select The Blank

Question TQM emphasises on _____.

Correct Answer Small improvement

Your Answer Small improvement

Multiple Choice Multiple Answer

Question Multi- disciplinary approach means :-

Correct Answer People from different discipline in organization , People from different department having diff skill

Your Answer People from different discipline in organization , People from different department having diff skill

Select The Blank

Question The quality approach is _____

Correct Answer Potential failure prevention

Your Answer Potential failure prevention

True/False

Question ISO is Quality management system.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question CP indicate :-

Correct Answer Process capability of two side process

Your Answer Process capability of process

Multiple Choice Single Answer

Question Tools used in TQM must be :-

Correct Answer Easy to understand

Your Answer Easy to understand

Select The Blank

Question	While calculating CPK standard deviation is_____.
Correct Answer	Estimated
Your Answer	Estimated

Multiple Choice Single Answer

Question	Record may be :-
Correct Answer	Procedure to control its use.
Your Answer	Procedure to control its use.

True/False

Question	The European award uses the criteria of efficiency & effectiveness.
Correct Answer	True
Your Answer	True

Multiple Choice Multiple Answer

Question	If some activity are outsourced :-
Correct Answer	Vendors are assessed on predetermined criteria , Procedure to be followed for assessing vendor
Your Answer	Vendors are assessed on predetermined criteria , Procedure to be followed for assessing vendor

Select The Blank

Question	Rectangle represent _____ While plotting flow chart.
Correct Answer	Steps in Activity
Your Answer	Steps in Activity

True/False

Question	CPK is 1' 33 means 64 PPM.
Correct Answer	True
Your Answer	True

Multiple Choice Multiple Answer

Question	Type of waste are :-
Correct Answer	Waiting time , Transport , Processing waste
Your Answer	Waiting time , Transport , Processing waste

True/False

Question Quality is fitness for Purpose

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question Dr. Deming Believes that :-

Correct Answer Quality & Productivity walk in hands

Your Answer Quality & Productivity walk in hands

Multiple Choice Single Answer

Question Which is not part of cost of poor quality ?

Correct Answer Appraisal cost

Your Answer Manufacturing cost

Select The Blank

Question The cycle used in EMS is _____.

Correct Answer Plan - Do - check - Act

Your Answer Plan - Do - check - Act

LIST OF ATTEMPTED QUESTIONS AND ANSWERS**True/False**

Question Recruitment & Selection are critical HR issue.

Correct Answer True

Your Answer True

True/False

Question Enviromental impact is any change to the environment, whether adverse or beneficial.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question Lead assessor is :-

Correct Answer Qualified personnel , Leading team of auditor

Your Answer Qualified personnel , Leading team of auditor , Leading organization

Select The Blank

Question The documents of external origin _____

Correct Answer Should be controlled separately

Your Answer Should be controlled separately

True/False

Question The soft side of TQM include Training on job

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question TQM is aiming :-

Correct Answer Long term success

Your Answer Short term success

Select The Blank

Question In ISO the focus on customer is _____

Correct Answer In Enhancing customer satisfaction

Your Answer In Enhancing customer satisfaction

True/False

Question Training helps organization Reduces employee' turnover.

Correct Answer True

Your Answer False

Multiple Choice Single Answer

Question CMM is use for :-

Correct Answer Managing software project

Your Answer Managing software project

Multiple Choice Single Answer

Question In business, vision involve :-

Correct Answer Mission statement

Your Answer Mission statement

Multiple Choice Single Answer

Question Which is not part of cost of poor quality ?

Correct Answer Appraisal cost

Your Answer Appraisal cost

Multiple Choice Single Answer

Question Dr. Deming Believes that :-

Correct Answer Quality & Productivity walk in hands

Your Answer Quality & Productivity walk in hands

Select The Blank

Question The non conforming products are _____.

Correct Answer Identified & controlled

Your Answer Scraped

Select The Blank

Question Planning of internal hazardous material & its disposal_____.

Correct Answer Contains Planing aspect

Your Answer Planning of inveroment

Multiple Choice Multiple Answer

Question By adopting Tqm philosophy, it benefit to :-

Correct Answer Organisation , Employee

Your Answer Supplier , Organisation , Employee , Supplier

True/False

Question Failure mode & effect Analysis is prevention tool.

Correct Answer True

Your Answer True

Select The Blank

Question While setting Quality objective, _____ to be considered.

Correct Answer Customer need

Your Answer Customer need

Select The Blank

Question _____ is responsible for quality objective.

Correct Answer Top management

Your Answer Quality Assurance

Select The Blank

Question Quality approach is_____

Correct Answer Potential failure prevention

Your Answer Failure detection

True/False

Question ISO calls for Product approach.

Correct Answer False

Your Answer True

True/False

Question Enviroment indudes natural resources.

Correct Answer True

Your Answer True

True/False

Question ISO - 9000 -2000 this revision of ISO is currently in use.

Correct Answer True

Your Answer True

Select The Blank

Question	Model used in software industry to check the quality is called_____
Correct Answer	Capability maturity model
Your Answer	Co - ordinate measuring mc

Multiple Choice Multiple Answer

Question	Need for Tqm is due :-
Correct Answer	Cut throat competition , Customer requirement
Your Answer	Cut throat competition , Customer requirement , Increasing profit

Multiple Choice Single Answer

Question	What is quality policy?
Correct Answer	Overall intention & direction of organization towards quality
Your Answer	Overall intention & direction of organization towards quality

Match The Following

Question	Correct Answer	Your Answer
Dr. Deming believes	To prevent defect	Quality improves productivity decreases
Ishikawa development	Cause & effect diagram	Histogram
Type of variation is due to	Common causes	Common causes
Crosby's objective of quality	Histogram	Quality & productivity work together

Select The Blank

Question	Rectangle represent _____ While plotting flow chart.
Correct Answer	Steps in Activity
Your Answer	Decision point

Select The Blank

Question	_____ is important in providing some underpinning of the sense of shared responsibility.
Correct Answer	Single status
Your Answer	Training & development

Multiple Choice Single Answer

Question	Plan aspect contains :-
Correct Answer	Planning of internal hazard & its disposal
Your Answer	Planning of internal hazard & its disposal

Multiple Choice Multiple Answer

Question	The enviromental policy must :-
Correct Answer	Commits to prevention of pollution , Be Relevant to the activity , Comply with legislation
Your Answer	Be Relevant to the activity , Comply with legislation , Commits to prevention of pollution

Multiple Choice Single Answer

Question	Tally chart is :-
Correct Answer	Data collection tool
Your Answer	Process monitoring tool

True/False

Question	European award is given to any country.
Correct Answer	False
Your Answer	False

Multiple Choice Single Answer

Question	What is environment?
Correct Answer	Surrounding in which an organization operates.
Your Answer	Surrounding system

Multiple Choice Single Answer

Question	What is EMS?
Correct Answer	Enviromental management system
Your Answer	Enviromental management system

Multiple Choice Multiple Answer

Question	PP & PPK is calculated for :-
Correct Answer	Initial production run , Initial process setting
Your Answer	Initial production run , Initial process setting , Future production , Future process

Match The Following

Question	Correct Answer	Your Answer
Dimension	Physical facility	Vary from time to time .
Service characteristic	Vary from time to time .	Physical facility
Customer satisfaction survey	To assess customer satisfaction level	To assess customer satisfaction level
Poor service is due to	Inadequate resource	Unskilled manpower

True/False

Question	In TQM "Total" means Total Organization.
Correct Answer	True
Your Answer	True

Multiple Choice Multiple Answer

Question	The enviromental policy must contain & communicate the :-
Correct Answer	Mission & value with respect to enviroment , Control & improve enviroment , Enviromental impact
Your Answer	Mission & value with respect to enviroment , Control & improve enviroment , Enviromental impact

Multiple Choice Multiple Answer

Question	The Quality problems arises :-
Correct Answer	Due to management , Due to Employee
Your Answer	Due to management , Due to Employee , Due to method , Due to technology

Multiple Choice Multiple Answer

Question	Bar chart is :-
Correct Answer	Frequency Distribution tool , Data analysis tool
Your Answer	Frequency Distribution tool , Data analysis tool , Process control tool

Multiple Choice Multiple Answer

Question	Competitive advantage will be achieved by :-
Correct Answer	Serving customer in excellent fashion , Get in pat from customer & convert in service , Technological improvement
Your Answer	Serving customer in excellent fashion , Get in pat from customer &

convert in service , Technological improvement , Cost reduction

Select The Blank

Question Diamond represent _____ while plotting flow chart.

Correct Answer Decision point

Your Answer Steps in Activity

Multiple Choice Multiple Answer

Question The role of management in QMS is :-

Correct Answer To provide resources , To provide support

Your Answer To provide resources , To provide support , To provide guidance , To provide Direction

Multiple Choice Single Answer

Question Which of the following is not process input?

Correct Answer Testing

Your Answer Machinery

Multiple Choice Single Answer

Question Before Accepting the order :-

Correct Answer It should be reviewed

Your Answer It should be reviewed

Multiple Choice Multiple Answer

Question The role of management is :-

Correct Answer To provide Resources , To define EMS , To monitor the effectiveness of the system

Your Answer To provide Resources , To define EMS , To monitor the effectiveness of the system , To provide mission

Multiple Choice Multiple Answer

Question Cost of poor quality comprises :-

Correct Answer Cost of internal failure , Cost of external failure

Your Answer Cost of internal failure , Cost of external failure , Cost of manufacturing

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False

Question	Each Environmental objective must be traceable back to the Environmental Policy statement.
Correct Answer	True
Your Answer	True

Multiple Choice Single Answer

Question	What is environment?
Correct Answer	Surrounding in which an organization operates.
Your Answer	Surrounding system

Multiple Choice Single Answer

Question	Malcolm Baldrige national quality award is for (MBNQA) :-
Correct Answer	Total quality management
Your Answer	Total quality management

Match The Following

Question	Correct Answer	Your Answer
ISO emphasis on	Prevention	Prevention
ISO	International organization for standard	Inspection
Lead assessor	Qualified personnel	Qualified personnel
ISO currently in use	ISO - 9000 -2000	ISO - 9000 -2000

Multiple Choice Multiple Answer

Question	Current quality concept is :-
Correct Answer	Continual improvement , Prevention of defect
Your Answer	Continual improvement , Prevention of defect , Service

True/False

Question	Zero Deviation means product is set on mean.
Correct Answer	True
Your Answer	True

Multiple Choice Single Answer

Question In control chart, X bar means :-

Correct Answer Average of Reading

Your Answer Mean of Reading

Multiple Choice Single Answer

Question In ISO - 9001 Quality policy declare by management. Similarly what is specified in ISO - 14001?

Correct Answer Enviromrntal Policy

Your Answer Enviromrntal Policy

Select The Blank

Question ISO - 9000- 1994 is _____

Correct Answer Model for quality Assurance

Your Answer Model for quality Assurance

True/False

Question Histogram is used to compare data.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question Diminensions of quality are :-

Correct Answer Performance , Feature , Reliability

Your Answer Performance , Feature , Reliability , Cost

Select The Blank

Question Diamond represent _____ while plotting flow chart.

Correct Answer Decision point

Your Answer Steps in Activity

Match The Following

Question	Correct Answer	Your Answer
----------	----------------	-------------

Tally chart is	Data analysis tool	Data collection tool
----------------	--------------------	----------------------

True/False

Question	Vendors are assessed on predefined criteria if some activity are outsourced.
Correct Answer	True
Your Answer	True

Select The Blank

Question	_____ is important in providing some underpinning of the sense of shared responsibility.
Correct Answer	Single status
Your Answer	Training & development

Multiple Choice Single Answer

Question	ISO emphasis on :-
Correct Answer	Prevention
Your Answer	Inspection

Select The Blank

Question	_____ is a strategic effort, directed at attaining business objective, through preventive action.
Correct Answer	Quality
Your Answer	Quality

Multiple Choice Multiple Answer

Question	In ISO the focus is on :-
Correct Answer	Enhancing customer satisfaction , Delighting customer
Your Answer	Enhancing customer satisfaction , Delighting customer , Satisfying customer , Supplying Customer.

Multiple Choice Multiple Answer

Question	ISO - 14001 gives stress on :-
Correct Answer	Plan - Do -check -Act , Enviromental protection , Prevention rather than detection
Your Answer	Enviromental protection , Prevention rather than detection , Control action

Multiple Choice Single Answer

Question	Which is not Business objectivity?
Correct Answer	Supplier satisfaction
Your Answer	Supplier satisfaction

True/False

Question	The soft side of TQM include Training on job
Correct Answer	True
Your Answer	True

Select The Blank

Question	Tool is used in TQM implementation is _____.
Correct Answer	P - D - C - A
Your Answer	Quality circle

Select The Blank

Question	Knowing capability of any process is required to _____.
Correct Answer	Predict the behavior of process
Your Answer	Predict the behavior of process

Select The Blank

Question	_____ is the machine down time.
Correct Answer	Waste
Your Answer	Waste

Multiple Choice Single Answer

Question	Before Accepting the order :-
Correct Answer	It should be reviewed
Your Answer	It should be reviewed

True/False

Question	The European award uses the criteria of efficiency & effectiveness.
Correct Answer	True
Your Answer	True

Select The Blank

Question When the process is _____ then it is under control.

Correct Answer Within specification

Your Answer Within specification

True/False

Question The main business process objective is to serve the customer in excellent manner.

Correct Answer True

Your Answer False

Select The Blank

Question The supplier must provided _____ information to management.

Correct Answer Adequate

Your Answer Adequate

Multiple Choice Multiple Answer

Question The enviromental policy must contain & communicate the :-

Correct Answer Mission & value with respect to enviroment , Control & improve enviroment , Enviromental impact

Your Answer Mission & value with respect to enviroment , Control & improve enviroment , Enviromental impact

Multiple Choice Multiple Answer

Question Quality circle encourage :-

Correct Answer Tem work , Participation

Your Answer Participation , Tem work , Groupism

Multiple Choice Multiple Answer

Question Service Assurance is :-

Correct Answer Confidence with customer , Customer have trust , Employee have knowledge

Your Answer Confidence with customer , Customer have trust , Employee have knowledge , Warranty

Select The Blank

Question The non conforming products are _____.

Correct Answer Identified & controlled

Your Answer Identified & controlled

Multiple Choice Multiple Answer

Question The management review to be conducted :-

Correct Answer At predetermined Interval , As & when required

Your Answer As & when required , Once in year , After audit

Multiple Choice Single Answer

Question Process Quality planning means :-

Correct Answer Building quality into processes

Your Answer Building quality into processes

Multiple Choice Single Answer

Question Control chart shows :-

Correct Answer Performance of process

Your Answer Performance of material

Multiple Choice Multiple Answer

Question Which are pillar of Tqm :-

Correct Answer Morale , Delivery

Your Answer Morale , Delivery , Training , Development

Multiple Choice Multiple Answer

Question Zone in Tolerance means :-

Correct Answer Gap between adequate service & desired service , Gap between min & max expectation

Your Answer Gap between adequate service & desired service , Gap between min & max expectation , Gap between expectation & experience , Gap between Expectation & delivered service

True/False

Question Quality policy is defined by employee of organisation

Correct Answer False

Your Answer False

Multiple Choice Single Answer

Question In inspection primary concern is :-

Correct Answer Detection of Defect

Your Answer Detection of Defect

Multiple Choice Single Answer

Question Who is responsible for Deploying quality policy?

Correct Answer Top management

Your Answer Top management

Multiple Choice Multiple Answer

Question Does TQM approach have relevance to Indian industry in context to

Correct Answer Customer satisfaction , People involvement

Your Answer Customer satisfaction , People involvement , Policy management , Cost reduction

True/False

Question TQM approach is based on Participation.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question ISO 9000 & TQM are :-

Correct Answer Supportive to each other

Your Answer Supportive to each other

Select The Blank

Question While calculating CPK standard deviation is_____.

Correct Answer Estimated

Your Answer Estimated

True/False

Question Bar chart shows how data is spread across the range.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question Lead assessor is :-

Correct Answer Qualified personnel , Leading team of auditor

Your Answer Qualified personnel , Leading team of auditor , Leading organization , Leading management

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Single Answer

Question The quality manual have :-

Correct Answer Level 3

Your Answer Level 3

True/False

Question ISO 9000 & TQM are supportive to each other.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question Cause & Effect diagram used to :-

Correct Answer Identify & organize possible causes of problem , Identify possible causes of problem & determining its relation

Your Answer Identify & organize possible causes of problem , Identify possible causes of solution , Identify possible causes of problem & determining its relation , Document properly possible causes of solution

True/False

Question European award is given to any country.

Correct Answer False

Your Answer False

Multiple Choice Single Answer

Question TQM focuses on :-

Correct Answer Customer

Your Answer Management

True/False

Question The quality manual have one Level.

Correct Answer False

Your Answer True

Select The Blank

Question The planning & implementing Enviromental policy is responsibility of _____

Correct Answer Management representative.

Your Answer Management representative.

Select The Blank

Question The documents of external origin _____

Correct Answer Should be controlled separately

Your Answer Should be controlled separately

True/False

Question Quality is fitness for Purpose

Correct Answer True

Your Answer True

Select The Blank

Question Rectangle represent _____ While plotting flow chart.

Correct Answer Steps in Activity

Your Answer Decision point

True/False

Question Failure mode & effect Analysis is prevention tool.

Correct Answer True

Your Answer True

Select The Blank

Question Response is_____.

Correct Answer Speed

Your Answer Speed

Multiple Choice Multiple Answer

Question The role of management in QMS is :-

Correct Answer To provide resources , To provide support

Your Answer To provide support , To provide guidance , To provide Direction

Select The Blank

Question In ISO the focus on customer is _____

Correct Answer In Enhancing customer satisfaction

Your Answer Satisfying customer

Match The Following

Question	Correct Answer	Your Answer
Quality approach	Continual improvement management	Productivity quality - cost - Delivery
Pillor of TQM	Productivity quality - cost - Delivery	Continual improvement management
Need for TQM is due	Cut throat competition	Inspection
TQM focusses on	Employee	Cut throat competition

True/False

Question The performance of process is in controlled condition then it is called process at managed level.

Correct Answer False

Your Answer True

Multiple Choice Single Answer

Question What is part of cost of poor quality?

Correct Answer External failure cost

Your Answer External failure cost

Select The Blank

Question _____ provides the competitive advantage.

Correct Answer Serving customer in excellent fashion

Your Answer Serving customer in excellent fashion

Multiple Choice Multiple Answer

Question Following are the phases of intervention:-

Correct Answer Formulation stage , Maintenance stage , Implementation stage

Your Answer Formulation stage , Maintenance stage , Implementation stage , Employee relation

Multiple Choice Single Answer

Question In ISO the focus is on :-

Correct Answer Enhancing customer satisfaction

Your Answer Satisfying customer

Multiple Choice Single Answer

Question The variability in process is reduced, then the process become more :-

Correct Answer Predictable

Your Answer Controllable

Multiple Choice Single Answer

Question What is document control?

Correct Answer Document Required by EMS to be controlled

Your Answer Document Required by EMS to be controlled

True/False

Question ISO - 9000 -2000 this revision of ISO is currently in use.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question CMM is nothing but :-

Correct Answer Use of process means , Capability maturity model

Your Answer Use of process means , Use of quality improvement technique. , Co - ordinate measuring mc , Capability maturity model

True/False

Question Quality circle benefit to Employee.

Correct Answer True

Your Answer False

Multiple Choice Multiple Answer

Question CP & CPK is calculated :-

Correct Answer To predict future process , To predict future product performance

Your Answer To predict future process , To predict future product performance , To say Initial process , To set History

Select The Blank

Question The quality approach is _____

Correct Answer Potential failure prevention

Your Answer Inspection

Select The Blank

Question _____ helps organization reduce employee turnover and absenteeism.

Correct Answer Training & development

Your Answer Appraisal

Multiple Choice Single Answer

Question ISO 14001 is the management representative, responsible for :-

Correct Answer Planning and implementing policy

Your Answer Planning of management

Multiple Choice Single Answer

Question The human Resource :-

Correct Answer Must be competent

Your Answer Must be trained

Multiple Choice Multiple Answer

Question Common elements of winners are :-

Correct Answer Senior management was actively involved , Control of overall process , Focus on customer

Your Answer Senior management was actively involved , Control of overall process , Focus on customer

Multiple Choice Multiple Answer

Question	Reliability of product means :-
Correct Answer	Consistency of performance , Performance over period
Your Answer	Consistency of performance , Performance over period , Useful life , Post performance

Multiple Choice Single Answer

Question	What CPL indicates ?
Correct Answer	Process capability relative to lower specification limit
Your Answer	Process capability of process

Match The Following

Question	Correct Answer	Your Answer
Circle symbol	Binging or end of operation	Transportation
Pareto analysis is	Data analysis told	Binging or end of operation
X bar means	Average of reading	Data analysis told
LCT means	Lower control limit	Delay in Activity

Multiple Choice Multiple Answer

Question	When cpk is less than one, :-
Correct Answer	Process is not capable , Process is volatile
Your Answer	Process is not capable , Process is stable , Process is highly capable , Process is volatile

Select The Blank

Question	TQM promotes_____
Correct Answer	Team work
Your Answer	Individual performance

Multiple Choice Multiple Answer

Question	In parato Analysis, we have to focus on problem which contribute :-
Correct Answer	80 % Of total problem , 80 % Of causes.
Your Answer	20 % Of total problem , 80 % Of causes.

Multiple Choice Single Answer

Question The operational control in EMS is :-

Correct Answer The process of controlling environment

Your Answer The process of controlling environmental system

Multiple Choice Single Answer

Question By adopting TQM philosophy, it benefits to :-

Correct Answer Organisation & employee

Your Answer Organisation & employee

Multiple Choice Multiple Answer

Question Tqm focus on :-

Correct Answer Employee , Customer

Your Answer Employee , Customer , Management

Select The Blank

Question Reputation means_____.

Correct Answer Past performance

Your Answer Past performance

True/False

Question In TQM, approach to employee is to involve people.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question When the process is called under control?

Correct Answer When it is within specification

Your Answer When it is within specification

True/False

Question Recruitment & Selection are critical HR issue.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question Benefit of model based improvement are :-

Correct Answer Establish common language , Models are comprehensive

Your Answer Establish common language , Models are comprehensive , Provide frame work

Multiple Choice Multiple Answer

Question Common features of CMM is how to produce software product which are :-

Correct Answer Consistence , Repeatable , Predictable

Your Answer Repeatable , Predictable , User friendly

Select The Blank

Question The base of Tqm is_____

Correct Answer Employee involvement

Your Answer Employee involvement

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False

Question ISO is Quality management system.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question Evolution of quality concept. Current era is

Correct Answer Continual Improvement

Your Answer Continual Improvement

Multiple Choice Multiple Answer

Question Service Assurance is :-

Correct Answer Confidence with customer , Customer have trust , Employee have knowledge

Your Answer Confidence with customer , Customer have trust , Employee have knowledge

Multiple Choice Single Answer

Question TQM is a:-

Correct Answer Philosophy

Your Answer Philosophy

Multiple Choice Multiple Answer

Question Cause & Effect diagram used to :-

Correct Answer Identify & organize possible causes of problem , Identify possible causes of problem & determining its relation

Your Answer Identify & organize possible causes of problem , Identify possible causes of solution , Identify possible causes of problem & determining its relation

Select The Blank

Question _____ helps organization reduce employee turnover and absenteeism.

Correct Answer Training & development

Your Answer Job design

Multiple Choice Single Answer

Question In statistical quality control, primary concern is :-

Correct Answer Control

Your Answer Control

Multiple Choice Single Answer

Question The management review is carried :-

Correct Answer To ensure effectiveness Of QMS

Your Answer To ensure effectiveness Of QMS

Select The Blank

Question While calculating PPK standard deviation is_____.

Correct Answer Calculated

Your Answer Calculated

True/False

Question Quality circle benefit to Employee.

Correct Answer True

Your Answer True

Select The Blank

Question While calculating CPK standard deviation is_____.

Correct Answer Estimated

Your Answer Calculated

Multiple Choice Multiple Answer

Question How TQM helps in reducing cost?

Correct Answer By reducing internal failure , By reducing external failure cost

Your Answer By reducing external failure cost , By reducing internal failure , By avoiding inspection

Select The Blank

Question Working together for excellence is _____.

Correct Answer Team work

Your Answer Team work

True/False

Question TQM & ISO both focuses on employee.

Correct Answer False

Your Answer False

Match The Following

Question	Correct Answer	Your Answer
How TQM helps in reducing cost	By reducing external sale	By increasing sale
Calibration activity carried in company is	Appraisal cost	Overhead
Quality planning is	Prevention cost	Prevention cost
Vender assessment is	Appraisal cost	Appraisal cost

True/False

Question The need for TQM is due to Cut throat competition.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question Multi- disciplinary approach means :-

Correct Answer People from different discipline in organization , People from different department having diff skill

Your Answer People from different department having diff skill , People have multi skill to perform work , People from different discipline in organization

Select The Blank

Question Arrow indicates _____.

Correct Answer Direction of flow

Your Answer Direction of flow

Select The Blank

Question The TQM approach is based on employee's _____.

Correct Answer Participation

Your Answer Involvement

Multiple Choice Single Answer

Question In ISO the focus is on :-

Correct Answer Enhancing customer satisfaction

Your Answer Enhancing customer satisfaction

Multiple Choice Multiple Answer

Question Reliability of product means :-

Correct Answer Consistency of performance , Performance over period

Your Answer Consistency of performance , Performance over period

Multiple Choice Multiple Answer

Question Current quality concept is :-

Correct Answer Continual improvement , Prevention of defect

Your Answer Continual improvement , Prevention of defect , Service

Multiple Choice Multiple Answer

Question In inspection primary concern is :-

Correct Answer	Detection of Defect , Action on only detected defect
Your Answer	Detection of Defect , Control of process co -ordination , Action on only detected defect

Select The Blank

Question	Response is_____.
Correct Answer	Speed
Your Answer	interaction

True/False

Question	The European award uses the criteria of efficiency & effectiveness.
Correct Answer	True
Your Answer	False

Match The Following

Question	Correct Answer	Your Answer
Tally chart is	Data analysis tool	Data collection tool

Select The Blank

Question	Process Quality planning means _____.
Correct Answer	Building quality into processes
Your Answer	Building quality into processes

Multiple Choice Multiple Answer

Question	Does TQM approach have relevance to Indian industry in context to
Correct Answer	People involvement , Customer satisfaction
Your Answer	People involvement , Policy management , Cost reduction

Multiple Choice Multiple Answer

Question	Process evaluation is to identify :-
Correct Answer	Potential failure prevention , Correctness of product
Your Answer	Correctness of product , Verification of product , Validation of product

Select The Blank

Question The planning & implementing Enviromental policy is responsibility of _____

Correct Answer Management representative.

Your Answer Planning of management

Multiple Choice Single Answer

Question The management review to be conducted :-

Correct Answer As & when required

Your Answer After audit

Multiple Choice Multiple Answer

Question The evaluation & selection of vendor :-

Correct Answer Must have predetermined procedure , Must be assessed

Your Answer Must have predetermined procedure , Must be assessed , Must be committee to valuate

Multiple Choice Single Answer

Question The evaluation & selection of vendor :-

Correct Answer Must have procedure for it

Your Answer To be decided by management

Multiple Choice Single Answer

Question Environment policy must contain :-

Correct Answer Mission & core values with respect to the enviroment

Your Answer Mission & core values with respect to the enviroment

Multiple Choice Single Answer

Question According to traditional thinking, quality improvement leads to :-

Correct Answer Lower productivity

Your Answer Increased cost

Multiple Choice Multiple Answer

Question The mean is :-

Correct Answer Center of process , Target of process

Your Answer Center of process , Target of process , Mean of Recuding

Multiple Choice Single Answer

Question TQM approach is:-

Correct Answer Centered on quality

Your Answer Centered on quality

True/False

Question Leadership from top should be totally honest & transparent in dealing .

Correct Answer True

Your Answer True

True/False

Question Quality approach is potential failure prevention.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question According to Deming quality improvement is analogous :-

Correct Answer To reduction of Variation

Your Answer To reduction of Variation

True/False

Question The ISO is based on Plan - do - check- Act.

Correct Answer True

Your Answer True

Select The Blank

Question The Design & Development Review to be carried _____

Correct Answer To evaluate ability of product to meet requirements

Your Answer To evaluate ability of product to meet requirements

Multiple Choice Multiple Answer

Question Which are pillar of Tqm :-

Correct Answer Morale , Delivery

Your Answer Delivery , Training , Development

Select The Blank

Question TQM emphasises on _____.

Correct Answer Small improvement

Your Answer Continuous improvement

Multiple Choice Single Answer

Question In Quality circle, which problems are solved?

Correct Answer Work related

Your Answer Work related

Multiple Choice Multiple Answer

Question Following are the phases of intervention:-

Correct Answer Formulation stage , Maintenance stage , Implementation stage

Your Answer Formulation stage , Maintenance stage , Implementation stage

Multiple Choice Multiple Answer

Question Leadership style from top to bottom is :-

Correct Answer Totally honest & transparent , Providing consistent vision / direction

Your Answer Totally honest & transparent , Providing consistent vision / direction

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer

Question Tqm focus on :-

Correct Answer Employee , Customer

Your Answer Employee

Multiple Choice Multiple Answer

Question While recruiting person he should

Correct Answer Competent to perform job , Trained to perform specified job

Your Answer Able to perform the activity. , Must posses necessary skill , Competent to perform job

Multiple Choice Multiple Answer

Question Current quality concept is :-

Correct Answer Continual improvement , Prevention of defect

Your Answer Continual improvement , Prevention of defect , Cost of product

Match The Following

Question	Correct Answer	Your Answer
MBQA is eligible for	Manufacturing organization	Manufacturing organization
Malcolm baldring award seeks improvement in	Quality & productivity	Quality & productivity
European quality award is for	Improving efficiency	Software organization
Common elements of winners are	Senior management was activity involved	Cost reduction

Multiple Choice Multiple Answer

Question In ISO the focus is on :-

Correct Answer Enhancing customer satisfaction , Delighting customer

Your Answer Enhancing customer satisfaction , Delighting customer , Satisfying customer

Multiple Choice Single Answer

Question Strategic quality management means :-

Correct Answer Strategic Improvement

Your Answer Strategic Improvement

Multiple Choice Multiple Answer

Question Process evaluation is to identify :-

Correct Answer Potential failure prevention , Correctness of product

Your Answer Correctness of product , Verification of product , Validation of product

True/False

Question CPK is 1' 33 means 64 PPM.

Correct Answer True

Your Answer True

True/False

Question	TQM & ISO both focuses on employee.
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Correct Answer	False
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Your Answer	True
-------------	------

Select The Blank

Question	While setting Quality objective, _____ to be considered.
----------	--

Correct Answer	Customer need
----------------	---------------

Your Answer	Organizational need
-------------	---------------------

Select The Blank

Question	_____ helps organization reduce employee turnover and absenteeism.
----------	--

Correct Answer	Training & development
----------------	------------------------

Your Answer	Training & development
-------------	------------------------

Multiple Choice Single Answer

Question	The management review is carried :-
----------	-------------------------------------

Correct Answer	To ensure effectiveness Of QMS
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Your Answer	To ensure effectiveness Of QMS
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Multiple Choice Single Answer

Question	While setting Quality objective, What is to be consider :-
----------	--

Correct Answer	Customer need
----------------	---------------

Your Answer	Customer need
-------------	---------------

Match The Following

Question	Correct Answer	Your Answer
Tally chart is	Data analysis told	Defiance of highest & lowest

True/False

Question	By Applying basic principle, the process improvement will be in organization's focuses on work process.
----------	---

Correct Answer	True
----------------	------

Your Answer True

Multiple Choice Single Answer

Question ISO - 14001 is :-

Correct Answer Powerful management tool to be used by an organisation to control the environmental hazards.

Your Answer Powerful management tool to be used by an organisation to control the environmental hazards.

Select The Blank

Question _____ is responsible for quality objective.

Correct Answer Top management

Your Answer Top management

Multiple Choice Single Answer

Question What is CMM ?

Correct Answer Capability maturity model

Your Answer Capability maturity model

Multiple Choice Single Answer

Question According to Deming, Quality problems are :-

Correct Answer Due to management

Your Answer Due to method

Select The Blank

Question _____ organisations are not eligible for MBNQA.

Correct Answer Software

Your Answer Manufacturing

Multiple Choice Single Answer

Question ISO 14001 is the management representative, responsible for :-

Correct Answer Planning and implementing policy

Your Answer Planning and implementing policy

Multiple Choice Multiple Answer

Question Does TQM approach have relevance to Indian industry in context to

Correct Answer Customer satisfaction , People involvement

Your Answer Customer satisfaction , People involvement , Policy management

Multiple Choice Single Answer

Question Malcolm Baldrige national quality award is for (MBNQA) :-

Correct Answer Total quality management

Your Answer Total quality management

True/False

Question Business objectives are derived from mission statement.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question By Applying basic principle the process improvement will be in organization's :-

Correct Answer Focus on work process , Maintain self esteem of other

Your Answer Focus on work process , Maintain self esteem of other , Tone initiative

True/False

Question The European award uses the criteria of efficiency & effectiveness.

Correct Answer True

Your Answer True

Select The Blank

Question Reputation means_____.

Correct Answer Past performance

Your Answer Past performance

Multiple Choice Multiple Answer

Question While setting Goal ,following things to be consider.

Correct Answer Marketability of product , Organization need

Your Answer Customer need , Organization need , Statutory need

Multiple Choice Single Answer

Question	Integrity means :-
Correct Answer	True to our words
Your Answer	Working together

Multiple Choice Single Answer

Question	Documents in company are controlled by :-
Correct Answer	Management Representative.
Your Answer	Lead Auditor

Multiple Choice Multiple Answer

Question	PP & PPK is calculated for :-
Correct Answer	Initial production run , Initial process setting
Your Answer	Initial production run , Initial process setting , Future production

Select The Blank

Question	TQM promotes_____
Correct Answer	Team work
Your Answer	Team work

Select The Blank

Question	The planning & implementing Enviromental policy is responsibility of_____
Correct Answer	Management representative.
Your Answer	Management representative.

Multiple Choice Single Answer

Question	In Quality circle, which problems are solved?
Correct Answer	Work related
Your Answer	Work related

Select The Blank

Question	Payment Against warranty is_____.
Correct Answer	External failure cost
Your Answer	Prevention cost

True/False

Question The role of management in QMS is to provide resources.

Correct Answer True

Your Answer True

True/False

Question Physical facilities is tangible dimension.

Correct Answer True

Your Answer True

Select The Blank

Question Quality means_____.

Correct Answer Fitness for use

Your Answer Meeting of excellence

True/False

Question Zero Deviation means product is set on mean.

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question The competence of the employee means :-

Correct Answer Competence of personnel performing work affective quality , Evaluate the effectiveness of action taken , Maintain appropriate Record

Your Answer Competence of personnel performing work affective quality , Evaluate the effectiveness of action taken , Maintain appropriate Record

Multiple Choice Multiple Answer

Question Employee should be involved in :-

Correct Answer Decision making , Participation

Your Answer Decision making , Participation , Union

Select The Blank

Question The supplier must provided _____ information to management.

Correct Answer Adequate

Your Answer Sufficient

True/False

Question Quality approach is continual improvement.

Correct Answer True

Your Answer True

Select The Blank

Question TQM emphasises on _____.

Correct Answer Small improvement

Your Answer Continuous improvement

True/False

Question Value is for which customer is paying.

Correct Answer True

Your Answer True

Multiple Choice Single Answer

Question What is quality policy?

Correct Answer Overall intention & direction of organization towards quality

Your Answer Overall intention & direction of organization towards quality

Multiple Choice Multiple Answer

Question Special characteristic means :-

Correct Answer Product characteristic which affect fit/ function / Regulation , Characteristic of product which are regulatory requirement.

Your Answer Product characteristic which affect fit/ function / Regulation , Characteristic of product which are regulatory requirement. , Characteristic in Specification